

 <b>Maple Reinders Management System</b>	<b>04 Human Resources</b>
	Section: Accessibility for Ontarians Subject: 01 Accessibility for Ontarians Disability Act (AODA) - Policy Revision: 2 Issue date: 07/23/2015
Reference:	

## ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

Maple Reinders supports the full inclusion of persons with disabilities as set out in the Canadian Charter of Rights and Freedoms, Ontario Human Rights Code, the Ontarians with Disabilities Act (ODA), 2001 and the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

The Accessibility Standards for Customer Service, Ontario Regulation 429/07 was effective January 1, 2012.

### Purpose

The purpose of this document is to give direction to staff to enable Maple Reinders to meet the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07.

### Definitions (as per AODA)

**Disability:** Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing:

- Includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997 (“handicap”).

**Service Animal:** An animal acting as a service animal for a person with a disability:

- If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Subject:	01 Accessibility for Ontarians Disability Act (AODA) - Policy	Issue date:	07/23/2015
Revision:	2		

**Support Person:** In relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

**Assistive Devices:** A device used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Customer Service Standard.

## **Communication**

We will communicate with people with disabilities in ways that take into account their disabilities. Employees who communicate with clients will be trained on how to interact and communicate with people with various types of disabilities.

## **Assistive Devices and other Measures that Assist with Accessibility**

Maple Reinders is committed to supporting the use of assistive devices by persons with disabilities to obtain, use or benefit from our services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

Should Maple Reinders determine that an assistive device may pose a risk to the health and safety of a person with a disability, or the health and safety of others on the premises, we will offer other reasonable measures to assist the person, where such other measures are available. It is expected that a person with a disability will be responsible and operate their assistive device in a safe and controlled manner at all times.

## **Service Animals and Support Persons**

We welcome all persons with disabilities to our facilities who are accompanied by a service animal, except where excluded by law, or by a support person when present at our facilities provided that they meet all safety training standards as applicable.

Where deemed necessary, to protect the health or safety of the person with a disability, or the health and safety of others on the premises, we may need to restrict access to certain sites or areas of the premises or require a person with a disability to be accompanied by a support person while on Maple Reinders premises. Any related fee charged for the support person will be communicated in advance.

At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on the premises.

## **Training**

Ontario employees who interact with the public or third parties will be trained on the following:

- The purpose of the Act and the requirements of the customer service standard;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or service person;
- What to do if a person with a disability is having difficulty in accessing Maple Reinders services; and
- Maple Reinders' policies, practices and procedures relating to the customer service standard.

Subject:	01 Accessibility for Ontarians Disability Act (AODA) - Policy	Issue date:	07/23/2015
Revision:	2		

### **Notice of Temporary Disruptions in Services and Facilities**

If the event of a temporary disruption in one of our facilities or services, the reason for the disruption, anticipated duration, and alternate facilities or services, if any, will be communicated at reception and on our website, or by such other method as is reasonable for the circumstances.

### **Feedback process**

Maple Reinders' process to receive feedback and/or complaints about the accessibility of our workplace for all persons, including those with disabilities is overseen by the HR Director. The process will be outlined and accessible on our website, at reception and all job sites. Persons may submit their feedback in person, by telephone, in writing, on diskette, by delivering electronic text by email, or otherwise, and will receive a timely response within fifteen (15) days from receipt of the feedback, in the manner most appropriate and respectful of their respective disability.

### **Availability and Format of Documents Required by the Accessibility Standards for Customer Service:**

A notice regarding the accessibility of all documents required by the Accessibility Standards for Customer Service, including Maple Reinders' Accessible Customer Service Policy, Procedures and Practices, notices of temporary disruptions, training records, and written feedback process will be communicated on our website, at reception, and all job sites. Upon request, any or all documents will be provided in the format most appropriate and respectful to that person's disability.