

## Customer Service Policy for the Provision of Goods and Services to Persons with Disabilities

### INTRODUCTION:

In accordance with the regulations outlined in the Accessibility for Ontarians with Disabilities Act (AODA), Commissionaires Great Lakes has a responsibility and legal obligation to provide information, services and education in an equitable and accessible manner.

### Application:

This policy applies to all employees of Commissionaires Great Lakes and any third party providing goods and services on behalf of Commissionaires Great Lakes and who may interact with Commissionaire clients, the public or third parties.

### POLICY STATEMENT:

Commissionaires Great Lakes is committed to providing a respectful environment that is free of discrimination, harassment and maintains the dignity, self-esteem and fair treatment of everyone taking part in its activities. The company seeks to create a climate of mutual respect that reinforces opportunity and allows for each person to contribute fully to the development and wellbeing of the organization, its clients and customers.

The company recognizes its responsibility to ensure that every employee, client and customer is protected from unlawful discrimination and harassment in accordance with the Ontario Human Rights Code (Commissionaires Policy and Procedures Handbook)

To this end, Commissionaires Great Lakes affirms the rights of all persons, including those with disabilities, to have equal access in employment, training, or business dealings with the Company. In keeping with the Accessibility Standards for Customer Service, Ontario Regulation 429/07 made under the Accessibility for Ontarians with Disabilities Act, 2005, Commissionaires Great Lakes further affirms its commitment to promoting the following principles in all of its policies and interactions with persons with disabilities:

- **Dignity:** Goods and services are provided in a manner that is respectful to persons with a disability and does not diminish the person's importance.
- **Independence:** Accommodating a person's disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services.
- **Integration:** Persons with disabilities can access all goods and services. This may require alternative formats and flexible approaches. It means inclusiveness and full participation. This is a fundamental human right.
- **Equal Opportunity:** Service is provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others.

## **SCOPE:**

This policy and procedure applies to all employees and students, Board of Governors members, members of committees, societies or associations established or recognized by the college, residence staff, contractors, providers of service or research, volunteers, visitors or the general public, and applicants for admission or employment.

## **DEFINITIONS:**

**Accessible** means obtainable, usable, readable, audible, visible, understandable, clear, able to be entered and exited, flexible, etc. To be accessible to all people, a variety of accessibility plans are necessary. Ensuring inclusive practices will ensure that all goods and services can be accessed by a larger audience.

**Alternative Formats** refers to alternate ways to provide goods and services. Some alternate formats can be used by everyone, while others are designed to address the needs of a specific user. This may be through forms of communication such as speech or writing, or methods such as in person or over the phone. Other examples are large print, electronic text (Word or html), Braille, sign language interpretation, communication devices, media caption, etc.

**Assistive Devices** are equipment that people with disabilities utilize to assist in their daily lives at home, work, school, etc. Such devices could be a walker, scooter, cane, magnification or specialized learning software, communication board, etc.

**Assistive Technology** is equipment or software such as screen reading, audio recording and voice recognition which people with disabilities use to obtain information and communicate with others. Professors may be asked to supply file formats that are compatible with particular types of assistive technology.

## **Disability**

Under the AODA, the definition of “disability” is the same as the definition in the Ontario Human Rights code:

- (a) 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;
- (b) A condition of mental impairment or a developmental disability;
- (c) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- (d) A mental disorder; or
- (e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

## **Providing Goods and Services to People with Disabilities:**

### **Responsibilities**

Members of the Commissionaires Great Lakes who interact with the public will:

- complete the AODA training provided in various formats by Commissionaires Great Lakes
- incorporate these customer service standards into the delivering of goods and services to staff, clients, and customers with disabilities.

The Human Resource Department will:

- resource and/or develop AODA training content
- develop and implement AODA training plan
- develop and monitor tracking system to ensure organizational compliance

Administrators:

- will complete AODA training
- work with Human Resources to ensure employees in their departments have completed AODA training as planned
- ensure compliance with standards within their departments

### **Properly Discharged Supervision/Evaluation**

Commissionaires Great Lakes recognizes its obligation to ensure that this policy and the procedures are enforced. Managers and others in authority will be made aware of their responsibilities under this Policy.

### **Assistive Devices**

Commissionaires is committed to serving people with disabilities who use assistive devices. Persons with disabilities shall be permitted to obtain, use or benefit from goods or services through the use of their own assistive devices. Commissionaire employees or third parties will be trained to ensure that they are familiar with various assistive devices that may be used by a customers with disabilities while accessing services.

### **Billing**

Commissionaires is committed to providing accessible invoices to customers in alternative formats in a timely manner upon request.

### **Communication**

In order for the Commissionaires Great Lakes to communicate with persons with disabilities in ways that take into account their disability; all employees shall be trained in how to interact with people with various types of disabilities. Alternative methods of communication shall be provided as quickly as possible when requested. Telephone services are provided clearly and in plain language. Printed material will be produced in plain language and in an accessible format as quickly as possible when requested.

### **Disability Services**

Commissionaires is committed to providing appropriate supports to employees with disabilities to ensure that they may access their place of work in a way that ensures equal access for every employee, while respecting the boundaries of security integrity. Employees may contact the Human Resources department to discuss any accommodation requirements.

### **E-Information**

Commissionaires is committed to the distribution of electronic and web-based products which are fully accessible to employees requesting accommodation.

### **Notice of Disruption of Service**

Commissionaires ensures service areas will provide customers with appropriate notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services if available.

### **Telephone**

Commissionaires is committed to providing accessible telephone service to our customers. We train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We offer to communicate with customers by email or in person, if telephone communication is not suitable to their communication needs or is not available.

## **Training**

Commissionaires Great Lakes will provide training to all employees who deal with the public and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Training will be provided to all employee groups of the Commissionaires, part time, seasonal and contract employees. This training will be provided to all new staff and on an ongoing basis for staff to ensure all staff stays current with any policy or procedural changes as it relates to the AODA Customer Service Standard.

The training will take place during the first week of employment for in-class training or completed within 30days of a start date for employees completing correspondence training.

The training will include:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 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 a support person
- How to use the assistive devices available on client sites, as defined in the site contract, that may assist with the provision of goods or services to people with disabilities

## **Accommodations for Employees with Disabilities**

If you are an employee with a disability needing an accommodation in the workplace, contact your Manager to start the accommodation process. Note that most accommodations are simple, and inexpensive and can allow employees to unlock their potential in the workplace.

## **Emergency Planning**

Some employees with disabilities may require a personal Emergency plan (PEP) to gain the assistance that they need in case of an emergency. To determine if you require a PEP contact Commissionaires Great Lakes Human Resources Manager. At Commissionaires Great Lakes your Safety is important to us.

## **Feedback Process**

Commissionaires Great Lakes is committed to providing fair and equal access to services and for everyone, including persons with disabilities. A feedback questionnaire is available for individuals to provide feedback to Commissionaires related to their ability in accessing our services. The questionnaire for feedback can be accessed online at [www.commissionaires-cgl.ca](http://www.commissionaires-cgl.ca)

Feedback can also be shared in writing or in alternate format, upon request. All feedback should be directed to the Accessibility Coordinator who will track and monitor progress and ensure the client has received within 10 business days. The response will include any action(s) to be taken.

## **Service Animals**

Commissionaires Great Lakes is committed to welcoming people with disabilities who are accompanied by a service animal. Commissionaire's staff are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

There may be rare circumstances where, for reasons of health and safety of another person, allowing a person with a disability to enter a premises accompanied by a service animal needs to be considered. Examples of such situations include but are not limited to: a) a client's site where chemicals and/or equipment present hazards to other persons and/or to the service animal; and b) where a person is allergic to animals and adversely affected if they are in close proximity to a service animal. If deemed necessary, a risk assessment will be conducted by the relevant manager, in

consultation with Occupational Health and Safety. This assessment will identify: a) the risks inherent with the service animal being in the area of concern; and b) alternate measures available to enable the person with a disability to access this service.

If it is not readily apparent that an animal is a service animal, Security may ask the person with the service animal to provide verification of the animal's duty. The use and safety of the service animal is the responsibility of the person with a disability. If the person does not have proof and insists that it is a service animal then the benefit of doubt should go to the person claiming that it is a service animal.

### **Support Persons**

Commissionaires is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter public areas of the company to which they would normally have access to with his or her support person. 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.

### **MODIFICATIONS TO THIS OR OTHER POLICIES**

Commissionaires is committed to developing customer service policies which respect and promote the dignity and independence of people with disabilities. Commissionaires develops and updates policies, procedures and practices in such a manner as to respect and promote the dignity and independence of people with disabilities, as well as integration and equality of opportunity. All policies of the Commissionaires will be made available in alternative formats upon request.

### **QUESTIONS ABOUT THIS POLICY**

This policy exists to achieve service excellence to employees and customers with disabilities. The public can access copies of accessibility related documents by contacting Commissionaires Great Lakes at [www.commissionaires-cgl.ca](http://www.commissionaires-cgl.ca). If anyone has questions about the policy, or if the purpose of the policy is not understood, an explanation should be provided by or referred to, the Accessibility Coordinator of the Commissionaires Great Lakes. This document is available in alternative format upon request.

### **REFERENCES:**

- Ontario Human Rights Code (2009)
- Commissionaires Great Lakes Policies and Procedures (Aug 2014)
- Accessibility for Ontarians with Disabilities Act (2005)
- Accessibility Standards for Customer Service (2007)
- Guide to the Accessibility Standards for Customer Service (2007)
- Integrated Accessibility Standards (2011)
- Disruption of Service Policy (2012)
- Disruption of Service Procedure (2012)
- Alternate Format Policy (2012)