

Ontario only (AODA)

# Canderel's Accessibility Standards for Customer Service

Date: May 2021

Version 2.0

# 1. Introduction

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (the 'Act') is to create a more accessible Ontario, by identifying and, to the extent possible, preventing and eliminating barriers experienced by a person with a disability.

At Canderel we strive to provide our services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access services and allowing them to benefit from the same services in the same place and in a similar way as other clients.

The objective of this policy (The 'Policy') is to establish our commitment to accessible customer service under the Act and the customer service standard requirements under Ontario Regulation 191/11, The Integrated Accessibility Standards Regulations (The "Customer Service Standard").

## 2. Application

The Policy applies to all persons who, on behalf of Canderel, provide goods, services, and facilities to members of the public or other third parties.

The Policy also applies to all persons responsible for the development, implementation or oversight of Canderel's policies, practices and procedures governing the provision of customer service.

## 3. Definitions

**Assistive Device** - Any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.

**Barrier** - Anything that prevents a person with a disability from fully participating in all aspects of society because of the disability. Barriers may take different forms. For example, barriers may result from:

- the physical, architectural, or structural design of a building;
- the manner in which information is received or conveyed;
- the presence or absence of technology;
- attitudes or stereotypes that a person with a disability may encounter in the community;
- or
- policies, practices and procedures that an organization may employ which, often unintentionally, restrict a person with a disability.

**Disability** - Has the same definition as is provided under the Act and *Human Rights Code*:

- 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.

**Guide Dog** - A guide dog as defined in section 1 of the *Blind Persons' Rights Act*.

**Service Animal** - An animal is 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.

**Support Person** - A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods or services.

## 4. Principles

We endeavor to ensure that the Policy and related practices, policies and procedures are consistent with the following four (4) core principles:

**Dignity** - Persons with a disability should be treated as valued customers as deserving of service as any other customer.

**Equality of Opportunity** - Persons with a disability should, where possible, be given an opportunity equal to that given to others to obtain, use and benefit from our services.

**Integration** - Wherever possible, persons with a disability should benefit from our services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, services will, to the extent possible, be provided in another way that takes into account the person's individual needs.

**Independence** – Goods and services should, where possible, be provided in a way that respects the independence of persons with a disability. To this end, we will be willing to assist a person with a disability but will not do so without the express permission of the person.

## **5. Implementation**

The Human Resources team, in collaboration with colleagues across the organization, is responsible for overseeing:

- The development and implementation of policies, practices and procedures aimed at making Canderel's services more accessible to persons with a disability.
- The development and implementation of an accessibility training program and maintaining training records as required by the Customer Service Standard.
- The development and implementation of a feedback procedure as required by the Customer Service Standard.
- Filing Accessibility Reports required under section 14 of the Act.

## **6. Providing Goods and Services to People With Disabilities**

### **Policies, Practices and Procedures**

Canderel shall make reasonable efforts to ensure that its policies, practices and procedures which impact the delivery of its services to the public or to other third parties are consistent with the principles of dignity, equality of opportunity, integration and independence as defined above.

### **Communication**

Canderel strives to communicate with persons with a disability in a manner that takes into account the disability. Approaches for accessible communication are set out in our accessibility training program and our manual entitled "Accessible Practices for Customer Service".

### **Assistive Devices**

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our services. If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will first endeavour to remove that barrier. If we are not able to remove the barrier, we will ask the person how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make reasonable efforts to provide an alternative service to the person with a disability.

### **Service Animals & Guide Dogs**

Persons with a disability may enter premises owned and/or operated by Canderel accompanied by a Service Animal or Guide Dog, and keep the Service Animal or Guide Dog with them, if the public has access to such premises and the Service Animal or Guide Dog is not otherwise

excluded by law. If a Service Animal or Guide Dog must be excluded by law, we explain to our customer why this is the case and explore alternative ways to meet the customer's needs.

### **Support Persons**

A person with a disability may enter premises owned and/or operated by Canderel with a Support Person and have access to the Support Person at all times while on the premises. Canderel may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

### **Notice of Temporary Disruptions**

Canderel will notify customers if there is a planned or unexpected disruption of a facility or service persons with a disability use to access our services. The notification will be made:

- by posting a notice on our premises;
- by posting a notice on our website;
- by notifying affected customers individually; or
- in another manner that may be appropriate in the circumstances.

The notice will include that a facility or service is unavailable, the anticipated duration of the disruption, the reason for the disruption and an alternative facilities or services, if available.

### **Training and Records**

Canderel will provide training, and ongoing training as required, to all Canderel employees, all persons who are involved in the development and approval of Canderel policies, and all other persons who provide goods, services and facilities on behalf of Canderel.

Training will include the following:

- 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 various assistive devices available on our premises, if any
- What to do if a person with a disability is having difficulty in accessing our facilities and services
- Company policies, practices and procedures relating to the customer service standard.

Training will be provided as soon as practicable after the employee or contractor commence their duties with Canderel. Updated training will be provided when there is a change to Canderel's policies, practices and procedures.

Canderel will maintain records of the training provided, including the names of those who attend and the dates on which the training is provided.

### **Feedback Procedure**

Canderel welcomes and appreciates feedback regarding how it delivers goods and services to persons with disabilities. Feedback can be provided in person, by telephone or in writing (by post or email). See down below for more details. Canderel will ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request, and in a timely manner.

Canderel will review and consider all feedback carefully. Where possible Canderel will make reasonable efforts to respond to feedback and complaints at the time the complaint is made. If an immediate response is not available, Canderel will ensure the individual who has made the complaint receives a response within a reasonable timeframe.

### **Format of Documents**

Canderel will provide documents required under the Act, upon request. Please notify us in advance if you require such documents in an alternative or accessible format.

### **Contact**

For more information on this Policy and its content, please contact:

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### Version history

Version #	Date	Updated/Changed by	Changes made
1.0	2015	Created by Barbara Mirehouse	
2.0	May 2021	Sarah Fortin	Updated clauses and wording across the Policy

### Classification

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