

The Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Standard Policy

Purpose and Application

Under the *Accessibility for Ontarians with Disabilities Act, 2005*, all organizations must meet the requirements of accessibility standards established by regulation. This policy establishes the accessibility standards for customer service for The Bagg Group in accordance with Ontario Regulation 429/07. This policy applies to all employees of The Bagg Group, agents, volunteers and contracted service staff.

Definitions

Accessible means customer service is provided in a manner that is capable of being easily understood or appreciated; easy to get at; capable of being reached, or entered; obtainable.

Disability means:

- a) Any degree of physical 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 impairment, 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,
- 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*.

Guide Dog means a dog trained as a guide for a blind person and having the qualifications prescribed by the Blind Persons' Rights Act R.S.O. 1990, c. 8.7, s. 1 (1).

Service Animal is an 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/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.

Policy Statement

The Bagg Group is committed to providing exceptional and accessible service for its customers. Goods and services will be provided in a manner that respects the *dignity* and *independence* to all customers. The provision of services to persons with disabilities will be *integrated* wherever possible. Persons with disabilities will be given an opportunity *equal* to that given to others, to

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obtain, use or benefit from the goods and services provided by and on behalf of The Bagg Group.

Policy Requirements

1) Accessibility Training Policy

- a. Every person who deals with members of the public or who participates in developing The Bagg Group's policies, practices and procedures governing the provision of goods and services to the public; including Company staff, volunteers, agents, contractors and others who provide service on behalf of The Bagg Group will receive training regarding the provision of goods and services to person with disabilities.
- b. The training will include the following information:
 - i. The purposes of the Accessibility for Ontarians with Disabilities Act,
 - ii. How to interact and communicate with persons with various types of disabilities,
 - iii. How to interact with persons with disabilities who use an assistive device, or require the assistance of a service animal support person
 - iv. How to use equipment made available by the Company to help people with disabilities to access goods and services
 - v. What to do if a person with a disability is having difficulty accessing services.
- c. Training will be provided to each person according to his or her needs and duties and as soon as is practicable on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods or services to persons with disabilities. A record of the dates on which training is provided and the number of individuals to whom it is provided will be kept.

2) Feedback Process

The Bagg Group accepts feedback from the public in a variety of methods including:

- Phone
- In person
- Fax
- Email
- And, through feedback forms

All feedback is reviewed by the Corporate Directors. Complaints are investigated and follow up is provided to the customer if requested.

3) Use of Service Animals and Support Persons

- a. If a person with a disability is accompanied by a guide dog or other service animal, The Bagg Group will ensure that the person is permitted to enter the office facility with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law. Where a service animal is excluded by law, The Bagg Group will ensure that other measures are available to enable the person with a disability to obtain, use and benefit from the Company's goods and services. The service animal must be under the care and control of the individual at all times.
- b. If a person with a disability is accompanied by a support person, The Bagg Group will ensure that both persons are permitted to enter a Company facility,

and that the person with a disability is not prevented from having access to the support person. The Bagg Group may require a person with a disability to be accompanied by a support person when in a Company facility, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others in the facility. If an amount is payable by a support person for admission, or otherwise, to a premise, The Bagg Group will ensure notice is given in advance about the amount.

4) Notice of Temporary Disruptions

The Bagg Group shall provide notice of disruption of services to the public.

Any Notice of Disruption will contain the following:

- Reason for the disruption
- Anticipated duration
- Alternative facilities or services

Company staff will provide such notice in at least one of the following methods:

- Notice physically posted at the site of the disruption
- Notice on Company website

5) Notice of availability of documents

- a. The Bagg Group will provide the public notice of the availability of the documents, required by the Accessibility Standards for Customer Service, (O. Reg 429/07) upon request. Notice of availability will be provided on The Bagg Group's web site and through other printed methods.

6) Format of documents

- a. If The Bagg Group is required, by the Accessibility for Ontarians with Disabilities Act, 2005, to give a copy of a document to a person with a disability, the Company will take into account the person's ability to access the information and will provide the document or information contained in the document in a format that meets those needs as agreed upon with the person.

7) Related and Supporting Documentation

- a) Accessible Customer Service Training Records
- b) Ontario Regulation 429/07, Accessibility for Ontarians with Disabilities Act, 2005 – Accessibility Standards for Customer Service

Alternative formats of this document available upon request.