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|  | ***Victaulic Procedure*** *No. 5-12* |
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| **Accessible Customer Service Standard Policy** | APPROVED BY:Jared Breidinger, VP & General Manager |

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### PURPOSE

The purpose of this Customer Service Standard Policy is to fulfill requirements set out in regulation 429/07 of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and to establish a policy for Victaulic that governs the provision of its goods and services to persons with disabilities.

**GENERAL**

Victaulic 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 of all customers. The provision of services to persons with disabilities will be integrated whenever possible. Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from the goods and services provided by and on behalf of Victaulic.

**Definitions:**

**Accessible** refers to the delivery of a good or service that is presented in a manner that is easily understood or appreciated and is easy to get at and/or be reached and/or obtained.

**Disability** means:

1. 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 coordination, 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,
2. A condition of mental impairment or a developmental disability
3. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
4. A mental disorder,
5. An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

**Assistive device** means a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting. It helps the person to maintain their independence at home, work and in the community.

**Service Animal** refers to any animal that has been trained to do work or perform tasks for the benefit of an individual with a disability. The work or service performed by the animal must be directly related to the handler’s disability.

**Support Person** means 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.

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

**Communication**

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

**Assistive devices**

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. We will also ensure that staff knows how to use any available assistive devices on our premises.

**Service animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public, unless prohibited by law. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

**Support persons**

We are committed to welcoming people with disabilities who are accompanied by a 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 in our offices and/or facilities.

**Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Victaulic will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be posted in the area of the disruption, in order to provide opportunity to make alternate arrangements. Where appropriate e-mail notification will be provided

**Training for staff**

Victaulic will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf AND to everyone who is involved in developing policies, practices and procedures on providing goods and services.

Training will include:

* An overview 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 devices available on-site or otherwise that may help with providing goods or services to people with disabilities
* What to do if a person with a disability is having difficulty in accessing Victaulic’s goods and services

Staff will also be trained when changes are made to our accessible customer service plan. Training will be provided to new staff within their first week of employment.

**Feedback process**

Customers who wish to provide feedback on the way Victaulic provides goods and services to people with disabilities can email or telephone the company directly. All feedback will be directed to the HR Manager. Customers can expect to hear back within 2 business days. Complaints will be addressed according to our organization’s regular complaint management procedures.

**Modifications to this or other policies**

Any policy of Victaulic that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.