

## **Accessibility for Ontarians with Disabilities**

AODA Process – Accessible customer service policy

Akelius Canada Ltd. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Akelius Canada Ltd. understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Akelius Canada Ltd. is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Akelius Canada Ltd. is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and quality of opportunity for people with disabilities.

### **assistive devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

## **communication**

Akelius will communicate with people with disabilities in ways that take into account their disability.

This may include the following

- notices in accessible formats
- use voice relay services, bell
- emails or text messages
- contact listed individuals on account

We will work with the person with a disability to determine what method of communication works for them.

## **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.

When we cannot easily identify that an animal is a service animal.

Our staff may ask a person to provide documentation, template, letter or form from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges

- college of Audiologists and Speech-Language Pathologists of Ontario
- college of Chiropractors of Ontario
- college of Nurses of Ontario
  
- college of Occupational Therapists of Ontario
- college of Optometrists of Ontario
- college of Physicians and Surgeons of Ontario
  
- college of Physiotherapists of Ontario
- college of Psychologists of Ontario
- college of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

### **support persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

### **notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for

customers with disabilities Akelius Canada Ltd. 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.

Services and facilities include

- water
- heat

The notice will be made publicly available in the following ways

- notices
- listed form of contact on file

## **training**

Akelius Canada Ltd. will provide accessible customer training to

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf

Staff will be trained on accessible customer service within one month after being hired.

Training will include

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the

requirements of the customer service standard

- Akelius Canada Ltd. s' policies related to 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 equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities, washing machines, washing machine card loaders
- what to do if a person with a disability is having difficulty in accessing Akelius Canada Ltd.'s goods, services or facilities

Staff will also be trained when changes are made to our accessible customer service policies.

### **feedback process**

Akelius Canada Ltd. welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback in the following ways

- through any received communication
- posted on company website

All feedback, including complaints, will be handled in the following manner

- feedback will be directed to the Customer Relations and Marketing Manager
- customers can expect to hear back in 3 Business days
- Akelius Canada Ltd. will ensure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request

### **notice of availability of documents**

Akelius Canada Ltd. will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following locations

- on company website

Akelius Canada Ltd. will provide this document in an accessible format or with communication support, on request.

We will consult with the person making the request to determine the suitability of the format or communication support.

We will provide the accessible format in a timely manner and, at no additional cost.

### **modifications to this or other policies**

Any policies of Akelius Canada Ltd. that do not respect and promote the principles of dignity, independence, integration and equal

opportunity for people with disabilities will be modified or removed.