

# **AODA – Workers With Disabilities ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE**

Rev 2 – 01/23/2015



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## **Applicable Legislation:**

Accessibility for Ontarians with Disabilities Act, 2005 – Accessibility Standards for Customer Service, Ontario Regulation 429/07.

## **Relevant Guidelines:**

Ontario Human Rights Code, R.S.O 1990.

## **Purpose:**

Laurel Steel will meet the requirements of the Ontario government for compliance to AODA Act 2005, including providing goods and services to persons with disability in a way that is consistent with the principles of independence, dignity, equal opportunity, and respect.

## **Scope:**

This program applies to all employees at Laurel Steel. It is recognized that there are many forms of disability including physical, mental, developmental, and learning disabilities. Whether a person's disability is apparent or not, Laurel Steel is committed to having all individuals treated with courtesy, made welcome, and have their needs respected by all Laurel Steel employees.

## **Policy:**

### **Access to Services and Sales**

Services and sales at Laurel Steel are primarily provided via phone or email, and directly to Customer locations. Customers visiting our facility have access to the front office, but factory tours are restricted due to safety concerns. Access into the main office, by wheelchair, is possible but the washrooms are not wheelchair accessible at this time.

### **Use of Service Animals and Support Persons**

Laurel Steel will accommodate persons using assisted device, service animals, and any support person(s) accompanying person(s) with disabilities.

### **Communication**

Laurel Steel employees will communicate to persons with disability in a way that takes into account their disability. This means employees will communicate in a manner that enables persons with disabilities to effectively receive or request information, goods or services.

### **Temporary Disruptions**

Laurel Steel will provide notice of a temporary disruption of facilities or services, including information about the reason for the disruption, anticipated length of the disruption, and contact information. Notice may be given via email, telephone, notice posted in an accessible location and format, or any other means that is considered accessible and reasonable in the circumstance, as soon as reasonably possible.

### **Employee Training**

Laurel Steel will train employees who interact or may potentially interact with persons with disabilities, on the appropriate ways to communicate and interact with persons with disabilities and the applicable requirements of the AODA Act.

### **Customer Feedback**

The goal of this program is to ensure that the needs and requests of persons with disabilities are meeting the expectations set forth by the AODA. Feedback on this policy, program or requests should be submitted to the Vice President/General Manager. Feedback can be submitted in writing by mail, by phone or in person using the contact information listed below.

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**Vice President/General Manager**

Address: 5400 Harvester Road, Burlington Ontario, L7R 3Y8

Phone: 905-681-6811

The privacy of all individuals that submit feedback will be respected and treated confidential where necessary. Feedback will be reviewed and corrective action implemented whenever possible. Where possible, complaints will be addressed immediately. Individuals that offer feedback can expect to receive an acknowledgement of receipt within five (5) business days. The individual will also be given an update when the complaint has been addressed and details of any corrective action implemented. The response to feedback will be given in a manner that is accessible to the person providing the feedback, and any other method that may be requested.

**Available Documents**

Documents related to the Customer Service Standard of the Accessibility for Ontarians with Disabilities Act (AODA) will be made available upon request in an accessible format to the persons with disabilities. Requests can be made by mail, by phone or in person.

Address: 5400 Harvester Road, Burlington Ontario, L7R 3Y8

Phone: 905-681-6811