

## CENTERLINE (WINDSOR) LIMITED

**Policy No.: HR-024**

**Effective Date: January 2012**

**Review Date: November 2013, November 2014, November 2016**

### ACCESSIBLE CUSTOMER SERVICE POLICY

#### 1. Intent

- 1.1 This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.
- 1.2 All goods and services provided by Centerline (Windsor) Limited shall follow the principles of dignity, independence, integration and equal opportunity.
- 1.3 This policy applies to employees, volunteers, and/or contractors who deal with the public or other third parties that act on behalf of Centerline (Windsor) Limited including when the provision of goods and services occurs off the premises of Centerline (Windsor) Limited such as in: delivery services, vendors, drivers etc.

#### 2. Definitions

- 2.1 **Assistive Device** – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair or walker that might assist in hearing, seeing, communicating, moving, remembering and/or reading
- 2.2 **Disability** – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:
  - i. 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;
  - ii. a condition of mental impairment or a developmental disability;
  - iii. a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
  - iv. a mental disorder; or
  - v. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

- 2.3 Service Animal** – as reflected in *Ontario Regulation 429/07*, 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
- i. if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
- 2.4 Support Person** – as reflected in *Ontario Regulation 429/07*, a 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, medical needs or access to goods and services.

### **3. Practice – General Guidelines**

- 3.1** Centerline is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas
- 3.2 Communication** - we will communicate with people with disabilities in the ways that take into account their disability. This means staff will communicate in a means that enable persons with disabilities to communicate effectively. We will train staff who communicate with customers, suppliers, contractors and visitors on how to interact and communicate with people with various types of disabilities.
- 3.3 Telephone Services** - we are committed to providing fully accessible telephone services to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by email, mail, and in person if telephone communication is not suitable to their communication needs or is not available.
- 3.4 Billing** - We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following format upon request: hard copy, or email. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.
- 3.5 Use of Service Animals and Support Person**  
We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. 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.
- ii. We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Centerline’s premises with his or her accompanied 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 on our premises.
- 3.6 Notice of Temporary Disruption**  
Centerline will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about reason for disruption, the anticipated duration.
- 3.7 Training for Staff** Centerline will provide training to employees who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

- Sales – internal and external
- Purchasing
- Human Resources
- Payroll and Accounting
- Front Reception
- Service
- Management
- All other employees

Training will include:

- 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 assistive devices or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Centerline's goods and services
- Centerline's policies, practices, and procedures relating to the customer service standard

3.8 **Feedback Process** - the ultimate goal of Centerline is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated. Feedback regarding the way Centerline provides goods and services to people with disabilities can be made by verbal communication, email, or mail or by comment card. All feedback will be directed to the HR Department.

3.9 **Questions About This Policy** This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided upon request.