



Accessibility for Ontarians with Disabilities Act

Accessibility Standard For Customer Service Plan

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Accessibility Standard for Customer Service Plan

Purpose

Disability impacts the lives of many Ontarians and the numbers of people with disabilities is increasing.

In 20 years, one in five Ontarians are likely to have some kind of disability compared with approximately one in seven today.

- 10 – 20% of the general population have hearing loss; 50% of people over 65 have hearing loss.
- 600,000 Canadians have self-identified as having vision loss.
- 6% of people with physical disabilities use a wheelchair.
- 70% of disabilities are hidden and often forgotten.

Many of our veterans have disabilities. Men and women, who want to carry on their life activities with friends and family, will demand access to do so.

It is projected that the older population will double in the next 25 years.

The disability sector is a growing market. Research indicates accessible service attracts more visitors with disabilities, resulting in return visits and increased revenue.

Persons with disabilities spend an estimated 25 billion a year in consumer spending. An individual with a disability impacts the spending decision of another 12 to 15 Canadians.

(Source: Royal Bank, 2010).

Many communities are adopting age friendly principles focusing on access, to address the needs of the older population.

A new report, *“Releasing Constraints – Projecting the Economic Impacts of Increased Accessibility in Ontario”*, commissioned by the Province of Ontario, examines the economic impact of achieving substantially higher levels of accessibility on individuals, on markets and on social units. (Report prepared by the Martin Prosperity Group, the Adaptive Technology Resource Centre and the Institute for Competiveness and Prosperity). Highlights include:

- Positive growth generated by greater participation in the economy. Accelerated growth in the retail and tourism sectors.
- Increases in individual and family income.

Scope

Pollard Enterprises Ltd. will be an active participant within its built environment as part of our compliance the policies and procedures will be implemented.

Roles and Responsibilities- Senior Management

1. To review and revise on an annual basis the policies and procedures.
2. Report annually to Government of Ontario through online requirements.
3. Ensure built environment is in compliance to AODA requirements.

Occupational Health and Safety Manager

1. Provide assistance to senior management in review and revision of the Health & Safety Policy Statement.
2. Conduct Company specific training on AODA along with site specific training.

Supervisor

1. Ensure that employees providing customer services aspects participate in the company specific training at time of hire.
2. Notify any areas for improvement to Senior Management.

Worker

1. Be familiar and adhere to the Company's policies and program Participate in the Company training.

Definitions

"Disability" means,

- a) 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,
- 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, or
- 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; ("handicap").
- f) Ontario Human Rights Commission/Accessibility for Ontarians with Disabilities Act, 2005.

Procedures

Accessibility Standard Policy Statement

Pollard Enterprises Ltd. is committed to providing a high level of customer service to its members/visitors, including those members/visitors with a disability. Pollard Enterprises Ltd. is also committed to providing reasonable accommodation to its members/visitors with disabilities and is dedicated to continuous improvement, and will continue to evolve its practices in this regard. Pollard Enterprises Ltd. employees works in partnership with staff, members/visitors and the communities to identify prevent and remove barriers to participation.

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) became law on June 13, 2005. Under this landmark legislation, the government of Ontario is developing mandatory accessibility standards

that identify, remove and prevent barriers for people with disabilities in key areas of daily living. The standards apply to private and public sector organizations across Ontario. The goal is for the province to be accessible by 2025.

The key areas of focus are:

Customer Service

Integrated Standard:

- Information and Communication
- Employment
- Transportation

Built Environment

The Customer Service Standard is the first standard developed to become a regulation and came into force on January 1, 2008. Compliance is required by January 1, 2012. The standard addresses business practices to provide better customer service to people with disabilities.

Information and Communication, Employment and Transportation have been combined into one standard, which was enacted July, 2011.

The Built Environment public comments are being integrated into the Ontario Building Code, so only one piece of legislation will provide the standards.

The Customer Service Standard (AODA)

Every business and organization operating in Ontario that provides goods and services to the public or other organizations and has at least one employee in Ontario has to comply by January 1st , 2012. To meet the requirements of the Customer Service Standard, organizations must:

1. Establish policies and procedures on providing goods or services to clients and visitors with disabilities.
2. Provide training on how to serve clients and visitors with disabilities to staff, volunteers, contractors, and anyone else who interacts with the public or other third parties on your behalf, and those involved in developing customer service policies, practices and procedures.
3. Establish a process for receiving feedback on how you provide service to clients and visitors with disabilities and how you will respond to feedback and take action on any complaints. Make information about the feedback process readily available to the public.
4. Communicate with clients and visitors with a disability in a manner that takes into account his or her disability.
5. Let clients and visitors with disabilities bring their service animals onto any part of your premises open to the public, except where the animal is otherwise excluded by law.
6. Let clients and visitors with disabilities bring their support person with them when accessing goods or services on parts of your premises open to the public.
7. Let the public know when facilities or services that people with disabilities usually use to access your goods or services are temporarily unavailable.
8. Document all policies, practices and procedures to providing accessible customer service and notify the public that these documents are available upon request.

Accessibility Reporting to Government of Ontario

Effective immediately, Pollard Enterprises Ltd. will commence filing online accessibility reports annually with the Government of Ontario, regarding their compliance with the standard.

Customer Service Standard – Pollard Enterprises Ltd. 's Policies and Procedures

Pollard Enterprises Ltd. has had a long standing commitment to accessibility for members/visitors with disabilities. The AODA Customer Service Standard now mandates a requirement to meet the needs of persons with disabilities with clearly defined policies and procedures by January 25th, 2015.

In preparing for the compliance requirements, Pollard Enterprises Ltd. has made reasonable efforts to ensure that its policies and procedures are consistent with the following principles, as defined by the Customer Service Standard, AODA:

- All goods and services at Pollard Enterprises Ltd. will be provided in a manner that respects the dignity, independence, integration and equal opportunity of people with disabilities.
- Dignity: service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people.
- Independence: when a person with a disability is allowed to do things on their own, without unnecessary help or interference from others.
- Integration and Equal Opportunity: service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternate measure is necessary to enable a person with disability to access goods or services. They should not have to make significantly more effort to access or obtain service. They should also not have to accept inconvenience or lesser quality. Sometimes this may mean that Pollard Enterprises Ltd. has to treat individuals slightly differently so that they can benefit fully from the services.

Assistive Devices

Policy:

Pollard Enterprises Ltd. is committed to serving people with disabilities, who use assistive devices. Assistive devices are devices that are used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations.

Procedures:

We ensure that those members/visitors who use assistive devices are welcome and accommodated, if required.

Communicating with a Visitor with a Disability

Policy:

Pollard Enterprises Ltd. 's policies and procedures take a person's disability into account when communicating with the individual. Two-way communications is a process of providing, sending, receiving and understanding information. To communicate in an effective way, Pollard Enterprises Ltd. considers how the disability affects the way that the person expresses, receives or processes communications. Where possible, Pollard Enterprises Ltd. asks the member directly the best way to communicate with him/her.

Procedures:

Pollard Enterprises Ltd. uses a variety of ways, wherever possible, to make communications more accessible by:

1. Considering the needs of people with disabilities during the planning stage of services and communication development.
2. Using plain language to make a document easier to read for people with certain learning disabilities.

Offering information in alternate formats, on request:

- Hand-write or type information back and forth;
- Braille;
- Printed hand-outs of commonly used information;
- Large print;
- E-mail as an alternate channel to provide accessible communication.

Service Animals

Policy:

Pollard Enterprises Ltd. is committed to welcoming members/visitors with disabilities who are accompanied by a trained, accredited service animal. A service animal may accompany a client or visitor or any third party with a disability to all parts of our premises that are open to the public. Service animals may be used for, but not limited to, the following disabilities: vision loss, physical disability, hearing loss, autism, epilepsy etc. Although service animals are most commonly dogs, other service animals could include, but are not limited to, ferrets, monkeys, etc. Pollard Enterprises Ltd. ensures that all employees and others dealing with the public are properly trained in how to interact with people with disabilities, who are accompanied by a service animal.

Procedures:

To be considered a service animal under this standard, it must either be readily apparent that the animal is being used because of a person's disability or the person with a disability may be asked to provide a letter from a physician or nurse confirming that it is required because of his or her disability. Pollard Enterprises Ltd. does enforce a general By-law that does not permit pets on the premises, including Pollard Enterprises Ltd. property surrounding the building. Service animals are not pets - they are working animals. They are used by people with disabilities to overcome barriers much like assistive devices such as a cane or a wheelchair.

Guide dogs or other service animals, including service animals in training, are allowed to accompany people with disabilities on Pollard Enterprises Ltd. premises open to the public.

If the service animal is causing a disturbance for other members/visitors, the person and accompanying service dog may be required to leave the area or Pollard Enterprises Ltd. premises. The owner of the service animal is responsible to "stoop and scoop".

Pollard Enterprises Ltd. anticipates there will be special situations and is prepared to make every effort to accommodate the circumstances on an individual basis, as they arise, keeping safety to all members, visitors, staff, volunteers and service animals in mind.

Support Persons

Policy:

Pollard Enterprises Ltd. is 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 is allowed to enter Pollard Enterprises Ltd. premises with his or her 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 Pollard Enterprises Ltd. premises.

A support person is an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services.

Procedures:

Members/visitors are informed of this through Pollard Enterprises Ltd. communication to the public.

Temporary Disruption of Service

Policy:

Pollard Enterprises Ltd. is aware that temporary disruptions of services (daily functions – elevators, physical operations) and programs may occur due to reasons that may or may not be within Pollard Enterprises Ltd. control or knowledge. Pollard Enterprises Ltd. makes a reasonable effort to provide notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that may be available.

Procedures:

The notice is made available for broadcasting news and updates through the following networks, as appropriate.

- Telephone recordings;
- Temporary signage.

In the event of an unexpected disruption, notice is not possible. In such cases, Pollard Enterprises Ltd. provides notice, as soon as possible, through its communication networks.

Process to Receive and Respond to Feedback

Policy:

Pollard Enterprises Ltd. has a process in place for receiving and responding to feedback about how goods and services are provided to clients and visitors with disabilities.

Procedures:

Members/visitors with disabilities can offer their feedback in the following ways:

Through e-mail and telephone, (re-directed, as required, to the appropriate response employee);

In writing where correspondence is re-directed to the appropriate response employee;

In person to Pollard Enterprises Ltd. 's staff.

The member is requested to provide their name and contact information (phone, email).

Once feedback is received, the following actions are taken to respond:

- The feedback is directed to the appropriate person for action.
- The feedback is assessed for appropriate action. (Note: the customer service standard does not require a response to be provided for all feedback).
- Members/visitors who provide feedback can expect an answer within five business days.

The feedback process is readily available to the public through:

A sign in Pollard Enterprises Ltd. 's locations;

A document describing the feedback process, available on request in different formats;

Other communication networks, as appropriate.

The notice includes the following:

Dear Valued Member and Visitor,

We strive to improve accessibility for our clients and visitors with disabilities. We welcome your feedback. Please call 905-332-6660 or e-mail marcoserra@pollardroofing.ca to share your comments, or request a copy of our accessibility policy.

Thank you.

Management

Customer Service Training

Policy:

Pollard Enterprises Ltd. provides training to all employees and volunteers and all those who are involved in the development and approvals of customer service policies and procedures on providing goods and services to clients and visitors with disabilities. Pollard Enterprises Ltd. ensures that third party and others, who deal with the public, have the required AODA training.

Procedures:

Effective immediately, new staff and volunteers will also receive training. This training will be provided as soon as practicable or as soon as it can be done in the circumstances, after an employee or volunteer commence their duties.

The training content, required by the Customer Service Standard, includes the following:

- The history of the legislation and 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 an assistive device or require the assistance of a service animal or a support person.
- How to use the assistive devices available on the Pollard Enterprises Ltd. premises or otherwise that may help with the provision of goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Pollard Enterprises Ltd. goods and services.
- Pollard Enterprises Ltd. policies and procedures relating to the customer service standard.
- On-going training in connection with any changes to Pollard Enterprises Ltd. policies and procedures governing the provision of goods and services to people with disabilities is provided.
- An evaluation process is in place for continuous improvement in training content and delivery.
- Training will be completed in ASAP as the latest deadline and re-training will be conducted in two year intervals. Training is recorded for staff and includes name, date and content.

Modification to Policies

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

Posting of Documents

Policy:

Notices are posted, informing the public that the documents required by the Customer Service Standard are available upon request and will be provided in a format that takes a person's disability into account.

Procedures:

Documents are available through the following networks, as appropriate:

- Website;
- Publications;
- Signage.

Communication

To be communicated on the Health & Safety Bulletin Board at the Head Office and website.

Training

Through use of Pollard Enterprises Ltd. 's Orientation Program with regards to AODA. Current workers will be provided with in-class training commencing in January 2017.

Evaluation

Use of suggestions and feedback will be used to evaluate the effectiveness of the program along with annual reporting.

Acknowledging Success

The annual reporting will acknowledge Pollard Enterprises Ltd. 's commitment and responsibilities.

Jamie Pedra

September 2017