

ACCESSIBILITY CUSTOMER SERVICE POLICY & PROCEDURE

Intent:

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.

All goods and services provided by Manroc Developments Inc. shall follow the principles of dignity, independence, integration and equal opportunity.

Statement of Commitment:

This accessibility plan applicable to our operations outlines the policies and actions that Manroc Developments Inc. plans to put in place to help ensure that the company prevents and removes barriers to accessibility for people with disabilities by meeting the requirements of the Regulations in the following areas: Customer Service; Information and Communication; and Employment.

Scope:

- a) This policy applies to the provision of goods and services at the premise owned and operated by Manroc Developments Inc.
- b) This policy applies to all employees and sub-contractors who deal with the public or other third parties that act on behalf of the company, including when the provision of goods and services occurs off the premises of Manroc Developments Inc.
- c) The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at the premise owned and operated by Manroc Developments Inc.
- d) This policy shall also apply to all persons who participate in the development of Manroc Developments Inc. policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

Definitions:

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, walker or a personal

oxygen tank. These are devices that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- 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;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

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.

General Principles:

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities;
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

A. The Provision of Goods and Services to Persons with Disabilities

Manroc Developments Inc. will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer's disability.

B. Ontario Accessibility Employment Practices

Manroc Developments Inc. will take the following steps to develop and put in place a written process for developing documented individual accommodation plans for employees with disabilities and a documented return to work process for employees who have been absent from work due to a disability and require disability related accommodations in order to return to work:

- The company will work with employees with disabilities to develop individual accommodation plans that take into account to their accessibility needs, as appropriate.
- The company will provide employee emergency safety training specific to the disability when required (Appendix A)
- Employee emergency information worksheet (Appendix B)

C. Assistive Devices**Customer's own assistive device(s):**

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Manroc Developments Inc.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. Therefore, the accommodation of a customer may involve ensuring the customer is in a location that would be considered safe for both the customer and business.

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D. Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. “No pet” policies do not apply to guide dogs, service animals and/or service dogs.

Exclusion Guidelines:

If a guide dog, service animal or service dog is excluded by law (see applicable laws below) Manroc Developments Inc. will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Applicable Laws:

Dog Owners' Liability Act, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pitbulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Manroc Developments Inc. may request verification from the customer.

Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

Care and Control of the Animal:

The customer that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.



Allergies:

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Manroc Developments Inc. will make all reasonable efforts to meet the needs of all individuals.

E. Support Persons

If a customer with a disability is accompanied by a support person, Manroc Developments Inc. will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these, Manroc Developments Inc. will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

F. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Manroc Developments Inc. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use the company's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will Include:

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption

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- anticipated duration
- a description of alternative services or options

Notifications Options:

When disruptions occur, Manroc Developments Inc. will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption;
- contacting customers with appointments;
- verbally notifying customers when they are making a reservation or appointment; or
- by any other method that may be reasonable under the circumstances.

G. Feedback Process

Manroc Developments Inc. shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available at the front desk. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Submitting Feedback:

Customers can submit feedback to:

Attention:

Office Manager

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

H. Training

Training will be provided to:

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- a) all employees who deal with the public or other third parties that act on behalf of Manroc Developments Inc., those who are involved in the development and approval of customer service policies, practices and procedures.

Training Provisions:

As reflected in *Ontario Regulation 429/07*, regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - o use assistive devices;
 - o require the assistance of a guide dog, service dog or other service animal; or
 - o require the use of a support person.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Manroc Developments Inc. policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule:

Manroc Developments Inc. will provide training as soon as practicable. Training will be provided to new employees, existing workers and/or subcontractor who deal with the public or act on the company's behalf. Revised training will be provided in the event of changes to legislation, policy, procedures and/or practices. As part of the training workers will review the company's policy / procedure and online orientation.

Resources: <http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>

Record of Training:

Manroc Developments Inc. will keep a record of training that includes the dates training was provided and the number of employees who attended the training.



Notice of Availability and Format of Documents

Manroc Developments Inc. shall notify customers that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place.

Administration:

If you have any questions or concerns about this policy or its related procedures please contact:

Customers can submit feedback to:

Manroc Development Inc.
Black Rd, Manitouwadge
ON P0T 2C0
807-826-4564

Attention:

Chris Sproule, President

This policy and its related procedures will be reviewed as required in the event of legislative changes.

Referenced Documents:

- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Blind Person's Rights Act, 1990
- Dog Owners' Liability Act, Ontario
- Food Safety and Quality Act 2001, Ontario Regulation 31/05
- Health Protection and Promotion Act, Ontario Regulation 562
- Ontario Human Rights Code, 1990

Approval and Authority



Accessibility Customer Service Policy & Procedure
7.1-003

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Chris Sproule, President

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Acknowledgement & Agreement:

I, _____, acknowledge that I have read and understand the Accessibility Standards for Customer Service Policy of **Manroc Developments Inc.** Further, I agree to adhere to this Policy and will ensure that employees working alongside of me or under my direction adhere to these guiding principles.

Name: _____

Signature: _____

Date: _____

Witness: _____



Accessible Customer Service Policy and Procedure

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Appendix A

Subject: Employee safety during emergencies

At Manroc Developments Inc. we take employee safety seriously. If you have a disability, whether permanent or temporary, and may need help during an emergency, please let us know. We will ask you to complete a self-assessment form, then work with you to develop individualized emergency response information that will meet your needs in an emergency situation.

Please note that we do not need to know the details of your medical condition or disability, only the kind of help you may need. The information you provide will be kept confidential and only shared with your consent.

If you have questions or you already have emergency response information and need to adjust it, please let us know.

Thank you,

Approval and Authority

Chris Sproule, President

October 2019

Date



Appendix B

Employee Emergency Information Worksheet

Please complete this worksheet to help us identify barriers that could arise in an emergency situation and provide suggestions on how to overcome them. Your input will help us provide you with individualized emergency information.

The information collected is confidential and will only be shared with your consent. You do not have to provide details of your medical condition or disability, only the type of help you may need in an emergency.

Date: _____

Employee Information

Name:

Department:

Telephone/ Mobile Phone :

Email:

Emergency Contact Information

Name and Relationship:

Telephone/ Mobile Phone:



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Email:

Work Location

1. Where do you work (Location -Address):

2. Do you work in different places on a regular basis?

YES / NO

If yes, please describe

Potential Emergency Response Barriers

3. Can you see or hear the fire/security alarm signal?

YES / NO

If no, what would help you know the alarm was flashing/ringing?

4. Can you talk to the site supervisor?

YES / NO

If no, what would help you to communicate with them?

5. Can you use the emergency exits?

YES / NO

If no, what would help you to exit the building?



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6. Does your mobility device prevent you from meeting at the assembly area? YES / NO

If yes, what would help, or is there a better location?

7. Could you find the exit if it was smoky or dark? YES / NO

If no, what would help you find the exit?

8. Can you exit the building by yourself? YES / NO

If no, what would help you to get out?

9. Would you be able to evacuate during a stressful situation? YES / NO

If no, what would help you evacuate?

10. Can you read/access our emergency information? YES / NO

If no, what would make this information available to you?

Approval and Authority



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