

 ALL WEATHER WINDOWS	Policy: AODA – Integrated Accessibility Standards Regulation (IASR) Customer Service Policy	Page 1
	Approved By: Director of Human Resources	Date: June 29, 2016

POLICY STATEMENT	<p>a) This policy applies to the provision of goods and services at premises owned and operated by All Weather Windows in the province of Ontario.</p> <p>b) This policy applies to all employees, volunteers, agents and/or contractors or other third parties that act on behalf of All Weather Windows in the province of Ontario, including when the provision of goods and services occurs off the premises of All Weather Windows such as in: delivery services, call centers, vendors, drivers, catering and third party marketing agencies.</p> <p>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 premises owned and operated by All Weather Windows in the province of Ontario.</p> <p>d) This policy shall also apply to all persons who participate in the development of All Weather Windows policies, practices and procedures governing the provision of goods and services to members of the public or third parties.</p>
INTENT	<p>This policy is intended to meet the requirements of the Customer Service Standards included in the Integrated Accessibility Standards under the <i>Accessibility for Ontarians with Disabilities Act, 2005</i>. It applies to the provision of goods and services to the public or other third parties, not to the goods themselves.</p> <p>All goods and services provided by All Weather Windows shall follow the principles of dignity, independence, integration and equal opportunity.</p>
DEFINITIONS	<p><u>Assistive Device</u> – 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 that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.</p> <p><u>Disability</u> – the term disability as defined by the <i>Accessibility for Ontarians with Disabilities Act, 2005</i>, and the <i>Ontario Human Rights Code</i>, refers to:</p> <ul style="list-style-type: none"> • 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



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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.

Service Animal – an animal is a service animal for a person with a disability if:

1. the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
2. the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - A member of the College of Audiologists and Speech-Language Pathologists of Ontario;
 - A member of the College of Chiropractors of Ontario;
 - A member of the College of Nurses of Ontario;
 - A member of the College of Occupational Therapists of Ontario;
 - A member of the College of Optometrists of Ontario;
 - A member of the College of Physicians and Surgeons of Ontario;
 - A member of the College of Physiotherapists of Ontario;
 - A member of the College of Psychologists of Ontario; or
 - A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

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.

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POLICY	<p>In accordance with the <i>Accessibility Standards for Customer Service, Ontario Regulation 429/07</i>, this policy addresses the following:</p> <ul style="list-style-type: none"> A. The Provision of Goods and Services to Persons with Disabilities; B. The Use of Assistive Devices C. The Use of Guide Dogs, Service Animals and Service 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 <p><u>A. The Provision of Goods and Services to Persons with Disabilities</u></p> <p>All Weather Windows 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:</p> <ul style="list-style-type: none"> • 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. <p><u>B. The Use of Assistive Devices</u></p> <p><u>Customer's own assistive device(s):</u></p> <p>Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by All Weather Windows.</p> <p>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. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.</p>
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C. 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) All Weather Windows 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).

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, All Weather Windows may request verification from the customer.

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, All Weather Windows will make all reasonable efforts to meet the needs of all individuals.

D. Support Persons

If a customer with a disability is accompanied by a support person, All Weather Windows 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



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person from sitting beside each other. In these situations All Weather Windows 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.

Admission Fees

Where All Weather Windows requires a support person to accompany a person with a disability for health or safety reasons, and where the person with a disability has agreed to the accompaniment, All Weather Windows will not charge the support persons any fees or fares.

E. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of All Weather Windows. In the event of any temporary disruptions to facilities or services that customer's with disabilities rely on to access or use All Weather Windows' 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
- anticipated duration
- a description of alternative services or options

Notifications Options:

When disruptions occur All Weather Windows 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
- notifying customers when they are making a reservation or appointment verbally or by email; or
- by any other method that may be reasonable under the circumstances.

F. Feedback Process



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All Weather Windows 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 reception and on the company website.

Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, or email), will be available upon request.

Submitting Feedback:

Customers can submit feedback to:

Human Resources
3100 Caravelle Drive
Mississauga, Ontario
L4V 1K9

Phone: (905) 696-1514

Email: Ontario-AODAFedback@allweatherwindows.com

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to Human Resources.

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

G. Training

Training will be provided to:

- Every person who is an employee of, or a volunteer with, the provider.
- Every person who participates in developing the provider's policies.
- Every other person who provides goods, services or facilities on behalf of the provider.

Training Provisions:

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 Customer Service Standards.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:



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- use assistive devices;
- require the assistance of a guide dog, service dog or other service animal; or
- require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- All Weather Windows' policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule:

All Weather Windows will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractor who deal with the public or act on our behalf as part of their orientation. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Record of Training:

All Weather Windows 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:

All Weather Windows shall notify customers that the documents related to the *Customer Service Standards* 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 owned and operated by All Weather Windows and on All Weather Windows website.

Administration

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

Human Resources
3100 Caravelle Drive
Mississauga, Ontario
L4V 1K9
Phone: (905) 696-1514
Email: Ontario-AODAFedback@allweatherwindows.com

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	<p>Website: www.allweatherwindows.com</p> <p>This policy and its related procedures will be reviewed as required in the event of legislative changes.</p>
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