

# Accessibility for Ontarians with Disabilities Act Policy

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Contents	<b>1</b>	<b>POLICY STATEMENT</b>	<b>3</b>
	<b>2</b>	<b>PURPOSE</b>	<b>3</b>
	<b>3</b>	<b>SCOPE</b>	<b>3</b>
	<b>4</b>	<b>RESPONSIBILITY AND ACCOUNTABILITY</b>	<b>4</b>
	<b>5</b>	<b>DEFINITIONS</b>	<b>4</b>
	5.01	ASSISTIVE DEVICES	4
	5.02	DISABILITY	4
	5.13	INDEPENDENCE	5
	5.14	INFORMATION	5
	5.15	INTEGRATION	6
	5.16	REASONABLE EFFORTS	6
	<b>6</b>	<b>PROCEDURE</b>	<b>6</b>
	6.01	COMMUNICATION	6
	6.02	TELEPHONE SERVICES	6
	6.03	ASSISTIVE DEVICES	6
	6.04	BILLING	6
	6.05	USE OF SERVICE ANIMALS AND SUPPORT PERSONS	7
	6.06	NOTICE OF TEMPORARY DISRUPTION	7
	6.07	TRAINING FOR STAFF	7
	6.09	MODIFICATIONS TO THIS OR OTHER POLICIES	8
	6.10	QUESTIONS ABOUT THIS POLICY	8
	<b>7</b>	<b>RECORD KEEPING</b>	<b>9</b>
	<b>8</b>	<b>ADMINISTRATION AND CONTACT</b>	<b>9</b>

## **1 POLICY STATEMENT**

Mammoet Canada Eastern is committed to working towards being compliant with all the standards under the AODA (Accessibility for Ontarians with Disability Act)

Our commitment in fulfilling our mission is to strive at all times to provide our services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services, in the same place and in a similar way as other customers.

Reasonable efforts will be made to ensure that:

- a) Persons with disabilities are provided equal opportunity to obtain, use and benefit from the Mammoet services;
- b) Services are provided in a manner that respects the dignity and independence of persons with disabilities;
- c) Services provided to persons with disabilities are integrated with the provision to others unless an alternative measure is necessary to allow a person with a disability to benefit; the alternative measure may be temporary or permanent;
- d) Communications with a person with a disability are conducted in a manner that takes the person's disability into account;
- e) Persons with disabilities may use assistive devices, service animals and support persons as is necessary to access Mammoet's services unless superseded by other legislation.

## **2 PURPOSE**

This policy and its procedures address the accessibility requirements of Regulation 429/07 Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act.

## **3 SCOPE**

This policy applies to all employees and all facilities of Mammoet Canada Eastern in Ontario.

## **4 RESPONSIBILITY AND ACCOUNTABILITY**

It is the responsibility of the managers and/or immediate supervisors and/or department heads to ensure that all employees follow the guidelines set out in this policy.

Each manager and/or immediate supervisor and/or department head is responsible to ensure all employees are trained under Accessibility Standards for Customer Service and this policy, practices and procedure.

All employees, students, contractors and subcontractors, any other person acting on behalf of Mammoet and persons involved in the creation of Mammoet's policies are responsible for adhering to and following the commitments set out in this policy.

## **5 DEFINITIONS**

### **5.01 Assistive Devices**

Assistive Devices are auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (e.g., canes, crutches, wheelchairs or hearing aids).

### **5.02 Disability**

Disability as per the Ontario Human Rights Code, 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 coordination, blindness
- b) 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;
- c) A condition of mental impairment or a developmental disability;
- d) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act.

### **5.03 Employees**

Employee means every person who deals with members of the public or other third parties on behalf of Mammoet. Whether the person does so as an employee, agent, and student or otherwise.

### **5.04 Persons with Disabilities**

Persons with Disabilities are individuals who have a disability as defined under the Ontario Human Rights Code.

**5.05 Service Animals**

Service Animals are animals individually trained to do work or perform tasks for the benefit of a person with a disability.

**5.06 Support Persons**

Support Persons are any persons, whether a paid professional, volunteer, family member, or friend, who accompany a person with a disability in order to help with communications, personal care or medical needs, or with access to or services.

**5.07 Accessible Formats**

Accessible Formats may include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities.

**5.08 Accommodation**

Accommodation means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.

**5.09 Communication Supports**

Communication Supports may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

**5.10 Communications**

Communications means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.

**5.11 Dignity**

Dignity means service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.

**5.12 Equal Opportunity**

Equal Opportunity means service is provided to individuals in such a way that they have an opportunity to access services equal to that given to others.

**5.13 Independence**

Independence means when a person is able to do things on their own without unnecessary help or interference from others.

**5.14 Information**

Information includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.

**5.15 Integration**

Integration means service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternate measure is necessary to enable the individual to access services.

**5.16 Reasonable Efforts**

Reasonable Efforts means taking approaches that meet the required needs of the individual.

**6 PROCEDURE**

Mammoet Canada Eastern 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:

**6.01 Communication**

- a) We will communicate with people with disabilities in ways that take into account their disability.

**6.02 Telephone services**

- a) We are committed to providing fully accessible telephone service to our customers.
- b) We will offer to communicate with customers by email, if telephone communication is not suitable to their communication needs or is not available.

**6.03 Assistive devices**

- a) We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services.
- b) We will ensure that staff know how to use the following assistive devices available on our premises for customers.

**6.04 Billing**

- a) We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email, etc.
- b) We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

#### **6.05 Use of service animals and support persons**

- a) 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.
- b) 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 Mammoet's 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 our premises.

#### **6.06 Notice of temporary disruption**

- a) Mammoet 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 the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

#### **6.07 Training for staff**

- a) Mammoet Canada Eastern will provide training to all employees, students and others 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.
- b) This training will be provided within 3months after staff commence their duties.
- c) Training will include the following:
  - The purposes of the Accessibility for Ontarians with Disabilities Act 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 assistive devices available on provider's premises or otherwise that may help with the provision of services to people with disabilities
  - What to do if a person with a disability is having difficulty in accessing Mammoet's services

#### **6.08 Feedback process**

- a) The ultimate goal of Mammoet 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 welcome and appreciated.
- b) Feedback regarding the way Mammoet provides services to people with disabilities can be made by email or verbally. All feedback will be directed to Human Capital. Customers can expect to hear back in 2 business days.
- c) Complaints will be addressed according to complaint categories already established in our company's complaint management procedures, and as outlined in the Employee Handbook manual.
- d) Upon receipt, Human Capital will investigate the matter with the appropriate personnel and provide a written response within thirty (60) days.

#### **6.09 Modifications to this or other policies**

- a) We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.
- b) Any policy of Mammoet that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

#### **6.10 Questions about this policy**

- a) 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 should be provided by, or referred to, Director of Human Capital of Mammoet Canada Eastern.
- b) A copy of this policy is available upon request by contacting Human Capital Department.
- c) The Policy document will be provided in a format that takes into account the person's disability.



## **7 RECORD KEEPING**

Mammoet will maintain accurate records of training delivered to our staff and students and make these records available for inspection as may be required.

## **8 ADMINISTRATION AND CONTACT**

Human Capital, Mammoet Canada Eastern 7504 McLean Rd. E, Puslinch, ON, N0B 2J0