

Accessibility for Ontarians with Disabilities Act Policy & Procedures

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA): ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

1.0 Purpose

This policy has been developed to comply with The Accessible Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The Accessible Standards for Customer Service aims to establish accessibility standards for people with disabilities. This policy details Cerio commitment to using reasonable efforts to ensure it provides accessible customer service to people with various kinds of disabilities and respects the core principles of independence, dignity, integration, and equal opportunity.

2.0 Scope

The Accessibility Standard for Customer Service policy governs Cerio's provisions of goods and services to members of the public or other third parties including all clients. The standard applies to Cerio employees and contracted employees.

3.0 Policy

Definitions

Assistive Device: any piece of equipment a person with a disability uses to help him or her with daily living. Personal assistive devices include, but are not limited to, wheelchairs, hearing aids, white canes or speech amplification devices.

Disability: (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.

Guide Dog: a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations under the Blind Persons' Rights Act.

Service Animal: any animal used by a person with a disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or where the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his or her disability.

Support Person: a person who accompanies a person with a disability in order to help him or her with daily tasks, such as communication, mobility, personal care or medical needs or with access to goods or services. The support person may be a paid support worker, a volunteer, a friend or a family member; the support person does not need to have special training or qualifications.

Core Principles and Purpose of Customer Service Standard

Cerio will use reasonable efforts to ensure the provision of its goods and services are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Providing goods and services in a manner that respects the dignity and independence of persons with disabilities;
- Providing goods and services so that persons with disabilities are able to fully benefit from the same services, in the same place, and in the same or similar way as persons without disabilities, unless an alternative measure is necessary to enable a person with a disability to obtain, use, or benefit from Cerio goods and services; and
- Giving people with disabilities the same opportunity equal to that of persons without disabilities to obtain, use or benefit from Cerio goods and services.

Use of Assistive Devices

Cerio permits persons with disabilities to use their personal assistive devices while on company premises to obtain, use, or benefit from Cerio goods and services.

Communication:

When communicating with a person with a disability, Cerio will do so in a manner that takes into account the person's disability.

Use of Service Animals and Support Persons

Service Animals: Persons with disabilities who are accompanied by guide dogs or other services animals will be permitted to enter Cerio premises that are open to the public with the animal and will be allowed to keep the animal with them, unless the animal is otherwise excluded by law. If the service animal is excluded by law, Cerio will use reasonable efforts to ensure that alternate means are available for persons with disabilities to obtain, use or benefit from Cerio goods and services.

If it is not readily apparent that the animal is a service animal, Cerio may ask the person with a disability for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his or her disability.

It is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.

Support Persons: Persons with disabilities who are accompanied by a support person will be permitted to enter Cerio premises that are open to the public and will not be prevented from having access to the support person while on the premises.

Cerío may require a person with a disability to be accompanied by a support person while on Cerío premises in situations where it is deemed necessary to protect the health and safety of the person with a disability and/or others.

When support persons are required for Cerío sponsored meetings or events, the person with a disability will be required to provide his or her own support person. If there are fees associated with the meeting or event, the support person will be charged the regular fee unless otherwise specified by Cerío. Advance notice of said fees will be provided if such circumstances exist.

Notice of Temporary Disruptions

Cerío will make reasonable efforts to provide notice to persons with disabilities in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. If the disruption is anticipated, Cerío will provide a reasonable amount of advance notice of the disruption. If the disruption is unexpected, notice will be provided as soon as possible. The notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Training

Cerío will provide training to employees, volunteers and others who deal with the public or third parties on their behalf.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Cerío plan related to the customer service standard
- How to interact and communicate to 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
- What to do if a person with a disability is having difficulty in accessing Cerío goods and services.

Employees will also be trained when changes are made to the plan.

Feedback Process

Cerío is committed to providing high quality goods and services to all members of the public that it serves, including customers with disabilities. Comments on how well Cerío achieves this goal are welcomed and appreciated.

Feedback from members of the public regarding the way Cerío provides goods and services to people with disabilities can be made by telephone, in person, in writing, in electronic format (e.g. e-mail) or through other relevant methods.

All feedback should be directed to the AODA Compliance Officer, who can be reached at:
500 - 515 Legget Drive
Kanata, ON K2K 3G4

Tel: (613) 592-9888 x277
hr@cerio.io

Please note that an appointment is recommended for in-person service.

Privacy will be respected, and all feedback will be reviewed for possible action that can be taken to improve Cerio services. In most cases, a response to the feedback will be provided within 30 working days. Feedback and/or responses will be delivered in a format that is accessible to the complainant.

Questions or Concerns about the Cerio Customer Service Policy or AODA

Employees may address any questions or concerns to Joel Price (per contact information posted above). For more information regarding the Customer Service Standard, contact the Ministry of Community and Social Services of Ontario.

<http://www.mcsc.gov.on.ca/en/mcss/programs/accessibility/index.aspx>

4.0 Revisions to the Policy

This Policy is subject to an annual review by the Executive Management team. All amendments or revisions must have the written consent of Cerio's CEO.