

Albarrie Canada Limited	Human Resources Accessibility Standards for Customer Service			Form # HR12	Rev: 0
	Position(s) Responsible: Employer, Supervisor, Employees				
Approved by: Ken Brownlee	Issue Date: December 2011	Revised by:	Revision Date:	Human Resources Department	

Purpose

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is Provincial Legislation with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, service, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.

This policy is in accordance with the Accessibility Standards for Customer Service Ontario Regulation 429/07 and addresses the following:

- The provision of goods and services to persons with disabilities
- The use of assistive devices by persons with disabilities
- The use of service animals by person with disabilities
- The use of support persons by persons with disabilities
- Notice of temporary disruptions in services and facilities
- Staff training
- Customer feedback regarding the provision of goods and services to persons with disabilities
- Notice of availability and format of documents and meetings

This policy applies to all staff members of Albarrie Canada Limited.

Policy Overview

It is a policy of Albarrie Canada Limited that its working environment will be maintained free from discrimination and harassment as prohibited by the Ontario Human Rights Code (1962), and the Accessibility for Ontarians with Disabilities Act (1995) (AODA).

It is the policy of Albarrie Canada Limited that every employee has the right to equitable treatment with respect to employment, services, goods, facilities, accommodation without discrimination in accordance with the province of the Ontario Human Rights Code (1962).

Albarrie Canada Limited is committed to providing accessible service for its customers. Goods and services will be provided in a manner that is based upon the principles of dignity, independence, integration and equal opportunity to all of its customers. The provision of goods and services to persons with disabilities will be integrated wherever possible. Persons with disabilities will benefit from the same services, in the same place and in a similar way as other customers.

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Policy

This policy applies to Albarrie Canada Limited staff members who deal with the public as well as persons involved in developing Albarrie Canada Limited policies, procedures and practices pertaining to the provision of goods and services to the public.

Albarrie Canada Limited makes reasonable efforts to ensure that its policies, procedures, and practices, pertaining to the provision of goods and services to the public, align with the following guiding principles, as set out in Ontario Regulation 429/07:

1. "The provision of the goods or services is in a manner that respects the dignity and independence of persons with disabilities.
2. Integration of the provision of goods or services to persons with disabilities and others unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
3. Giving persons with disabilities an opportunity equal to that given to others to obtain, to use and to benefit from the goods or services".

Communication:

Albarrie Canada Limited supports an accessible Ontario, promoting the independence and integration of those with disabilities. When communicating with a person with a disability do so in a manner that takes into account the person's disability and makes reasonable efforts to have the person with a disability understand both the content and intent of its communications.

- a) Albarrie staff will be trained in how to interact and communicate with customers with disabilities guided by the principles of dignity, independence and equality;
- b) Customers with disabilities will be offered alternative communication formats that will meet the needs of the customer as promptly as feasible;
- c) Documents will be provided to customers in an alternative format that will meet the needs of the customer in a timely fashion, and
- d) If a telephone communication is not suitable for customers then alternative forms of communication will be offered as required.

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Use of Assistive Devices:

Persons with disabilities shall be permitted to obtain, use or benefit from goods or services through the use of their own assistive devices. Exceptions may occur in situations where Albarrie Canada Limited has determined that the assistive device may pose a risk to the health and safety of a person with disability or the health and safety of others on the premises. In these situations, if a person with a disability is hindered from accessing goods or services, Albarrie Canada Limited will accommodate the customer by providing an alternative where possible.

It should be noted that it is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

Use of Service Animals:

Service animals, such as, but not limited to Guide dogs, Hearing dogs, Seizure Response dogs and other certified service animals shall be permitted entry to all Albarrie Canada Limited facilities and meeting rooms. Albarrie Canada Limited provides training on how to interact with persons with disabilities whom a service animal accompanies, to all people whom this policy applies.

In the rare cases where a service animal is to be denied access to a facility or meeting room, other accommodations may be afforded, such as:

Alternate meeting format, eg. Teleconference where technology permits; delivery of goods or services at an alternate time or location; other assistive measures available to deliver a good or service to ensure equality of outcome.

If the law excludes the service animal from Albarrie Canada Limited locations, Albarrie Canada Limited facilitate other means by which persons with disabilities can access Albarrie Canada Limited goods and services.

Use of Support Person:

Albarrie Canada Limited is committed to welcoming customers 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 Albarrie'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 Albarrie's premises.

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If a support person is necessary for the health and safety of a person with disabilities, or for the health and safety of other persons, Albarrie Canada Limited will require the accompaniment of a support person on Albarrie premises.

The customer shall determine whether a support person is necessary, however, where an employee believes that a support person should be in attendance to protect the health and safety of the customer or others, the following criteria shall be used in consulting with the customer:

- When there is a significant risk to the health and safety of the person with a disability or to others (the mere possibility of risk is insufficient);
- When the risk cannot be eliminated or reduced by other means;
- When the assessment of the risk is based on consideration of the duration of the risk, the nature and severity of the potential harm, the likelihood that the potential harm will occur, and the imminence of the potential harm; and
- When the assessment of the risk is based on the individual's actual characteristics, not merely on generalizations, misperceptions, ignorance or fears about a disability.

Training:

Albarrie Canada Limited will provide Accessibility for Ontarians with Disabilities Act, 2005 customer service training to all employees 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.

AODA customer service training will be provided to all full-time employees. This training will be provided as a condition of employment to all new staff and on an ongoing basis for staff to ensure all staff stays current with any policy or procedural changes as it relates to the AODA Customer Service Standard.

Training is provided by Human Resources.

The training will include:

- The purposes 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
- What to do if a person with a disability is having difficulty accessing goods and services at Albarrie Canada Limited in any area or department

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- Current policies, practices and procedures relating to the customer service standard

Feedback Process:

The ultimate goal of Albarrie Canada Limited is to meet the needs of our customers, while paying attention to the unique requirements of our customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

Feedback regarding the way Albarrie Canada Limited provides goods and services to people with disabilities can be made to Albarrie Canada in person, by telephone through email, or by other means as required.

Feedback in person, by telephone or through email should be directed to:

Human Resources
Albarrie Canada Limited
85 Morrow Road
Barrie, ON L4N 3V7
Email: HR@albarrie.com
Phone: 705-737-0551

Feedback will be used to improve customer service. In addition, the author of the feedback will be provided with a response in the format in which the feedback was received. The feedback may outline actions deemed appropriate, if any.

Format of Albarrie Policies and Documentation:

Albarrie Canada Limited develops and updates policies, procedures and practices in such a manner as to respect and promote the dignity and independence of people with disabilities, as well as integration and equality of opportunity. Albarrie Canada Limited will provide policy and procedure documents produced by the Albarrie Canada Limited in an alternative format upon request, within a reasonable amount of time.

Alternative formats will include availability on Albarrie’s website, large print versions of the document, a text only electronic file which can then be read by a computer or arrangements made for print in Braille.

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Billing:

We are committed to providing accessible invoices to all of our customers and will make every effort to provide alternative formats of invoices in a timely manner upon request.

Rationale Statement

This policy enables Albarrie Canada Limited to be a good steward of resources by ensuring that persons with disabilities have access to accessible customer service documents.

Modifications to this or other policies

Albarrie Canada Limited is committed to ensuring that their customer service policies, practices, and procedures respect and promote the dignity and independence of all persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities.

Any Albarrie Canada Limited operational policy affecting customer service that does not respect and promote the dignity, independence, integration and equal opportunity of persons with disabilities will be modified or revoked.