



## **AODA Customer Service Policy**

### **INTRODUCTION**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed by the Ontario legislature with the goal of creating a fully accessible Ontario by 2025.

### **1.0 STATEMENT OF COMMITMENT**

In fulfilling our mission, Tube-Mac Piping Technologies Ltd. (Tube-Mac) always strives to provide its goods, services or facilities 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 goods, services or facilities and allowing them to benefit from the same services, in the same place, and in a similar way as other visitors.

### **2.0 PURPOSE**

This policy is intended to meet the requirements of the AODA and aims to ensure that people with disabilities are provided equal opportunities to obtain, use, and benefit from Tube-Mac Piping Technologies Ltd. provided goods and services.

### **3.0 SCOPE**

This policy applies to the provision of goods and services by Tube-Mac and its employees.

### **4.0 DEFINITIONS**

Assistive Device

A technical aid, communication device, or medical aid (modified or customized) that is used to increase, maintain, or improve the functional abilities of people with disabilities.

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 on 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.

Document

A piece of written, printed, or electronic matter that provides information or evidence or that serves as an official record.

Service Animal

An animal that is used by the person for reasons relating to his/her disability; or, if the person provides a letter from a registered health professional confirming that the person requires the animal for reasons relating to the disability.

Support Person

in relation to a person with a disability, is another person who accompanies him/her to help with communication, mobility, personal care or medical needs, or with access to goods or services.

## **5.0 RESPONSIBILITIES**

5.1 The Vice President of Operations is responsible for:

a) Approval of this policy and ensuring it is properly administered within their area(s) of responsibility, and

b) Ensuring that accessibility is considered when reviewing or creating Company policies, procedures or when making decisions on office purchases/renovations.

5.2 The VP of Operations and Department Managers are responsible for:

- a) Ensuring they are aware of and compliant with this policy and associated procedures,
- b) Ensuring their staff are appropriately trained on AODA standards, and
- c) Communicating accessibility matters with appropriate parties.
- d) Overall administration of the AODA policies and procedures, and
- e) Accessibility reporting.

5.4 The employees representing Tube-Mac are responsible for:

- a) Ensuring awareness and understanding of this policy and procedures, and
- b) Completing mandatory AODA training.

## **6.0 AODA CUSTOMER SERVICE STANDARD**

The customer service standard under the AODA outlines requirements for service providers to make their goods, services, and facilities accessible for customers with disabilities.

### **6.1 Background**

The AODA was created with the goal of developing standards that would improve accessibility for people with disabilities across Ontario. The AODA allows the Provincial government to develop specific standards of accessibility and to enforce them. These standards are made into regulations pursuant to the AODA. The five (5) key areas of focus are:

1. Customer Service
2. Information and Communications
3. Employment
4. Transportation
5. Design of Public Spaces

## 6.2 Guiding Principles

All goods and services at Tube-Mac shall be provided in a manner that respects the dignity, independence, integration, and equal opportunity of people with disabilities. Tube-Mac has made reasonable efforts to ensure that its policies, procedures, and practices are consistent with the following principles:

- **Dignity:**

service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people.

- **Independence:** a person with a disability is allowed to do things on their own, without unnecessary help or interference from others.

- **Integration and Equal Opportunity:** service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, in the same or similar way as other individuals, unless an alternate measure is necessary to enable a person with a disability to access Tube-Mac's goods or services. Tube-Mac is committed to excellence in serving all customers, including people with disabilities and will carry out functions and responsibilities in the following areas:

## 6.3 Communication

Tube-Mac will communicate with people with disabilities in ways that consider their disability. When practicable, Tube-Mac employees may ask the individual the best way to communicate with them. Tube-Mac employees may use a variety of ways to make communications more accessible by:

- a) Considering the needs of people with disabilities during the planning stage of services and communication development,
- b) Using plain language to make a \*document easier to read,
- c) Offering information in alternate formats, on request,
- d) Handwriting or typing information back and forth,
- e) Braille, where required and on request,
- f) Printing hand-outs of commonly used information,
- g) Providing documents in large print,

- h) Using e-mail as an alternate channel to provide accessible communication, and/or
- i) Other forms of communication, as required.

#### 6.4 **Assistive Devices**

Tube-Mac is committed to serving people with disabilities, who use \*assistive devices to obtain, use or benefit from our goods and services and shall ensure that, through daily practices, those patrons who use assistive devices are accommodated in a manner that respects their dignity, independence, integration, and equal opportunity.

Examples of assistive devices include hearing aids, speech amplification devices, white canes, wheelchairs, screen readers, etc. Ontario employers are not responsible for providing any assistive devices under the Customer Service Standard, but rather, are responsible for ensuring all employees are properly trained.

#### 6.5 **Support Persons**

Support persons are those that help persons with disabilities perform day to day tasks. Without support, the person may not be able to access your organization. All support persons should be welcomed into the workplace.

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Tube-Mac may require a person with a disability to be accompanied by a support person when on premises, but only if a support person is necessary to protect the health and safety of the person with a disability or the health or safety of others on the premises. We will consult with the person with a disability to understand their needs.

#### 6.6 **Service Animals**

With certain types of disabilities, an animal may be more of an assistive form of aid rather than a device. These service animals are trained to carry out certain tasks that help people with disabilities. There are three types of assistive animals that have been categorized by the international assistance animal community:

1. Guide Animals: Used to guide the blind.

2. Hearing Animals: Used to help signal the hearing impaired.
3. Service Animals: Used to do work for persons with disabilities other than blindness or deafness.

Under the Customer Service Standard, service animals must be allowed on parts of the workplace premises. Fines for denying a service animal access in areas for public can be up to \$ 3,000 in Ontario.

Tube-Mac will welcome people with disabilities and their service animals into our workplace when it is readily apparent that the animal is used by the person for reasons relating to his or her disability or, if the person provides a letter from a regulated health care professional, confirming the need for a service animal for reasons relating to a disability.

### **6.7 Temporary Service Disruptions**

In the event of a planned or unexpected disruption to services or facilities for customers or visitors with disabilities, Tube-Mac will notify both promptly. A clearly posted notice will include information about the reasons for disruption, its anticipated length of time and a description of alternative facilities or services, if available. The notice will be posted at the point of service or facility disruption.

### **6.8 Training**

Under the Customer Service Standard all employees must be trained. Tube-Mac will provide training to all employees who deal with the public or other third parties on our behalf.

Our Training will include:

An overview of the Accessibility for Ontarians with Disabilities Act, 2005.

The requirements for Customer Service Standard

How to interact with people with various types of disabilities.

How to interact with people with disabilities who use an assistive device.

How to interact with people who use the assistance of a service animal.

How to interact with people who use a support person.

How to use any equipment or devices available at our workplace to assist with providing goods or services to persons with disabilities. I.E. Wheelchair.

What to do if a person with a disability is having difficulty accessing our organization's goods or services.

New employee's will be trained after being hired, within 2 weeks, and retrained in the event that changes are made to the policy of the AODA legislation. A training log will be signed off on and kept stating the date they were trained.

## 6.9 **Feedback Process**

The goal of Tube-Mac is to meet and surpass customer expectations while serving customers with disabilities. Tube-Mac provides accessible formats or communication supports for customers when receiving or responding to feedback. This is communicated to the public through our multi-year accessibility plan posted on our website, [www.tube-mac.com](http://www.tube-mac.com)

Tube-Mac's customers who wish to provide feedback on the way we provide goods, services, or facilities to people with disabilities can provide feedback via email to [mike.hayes@tube-mac.com](mailto:mike.hayes@tube-mac.com), phone (905) 643-8823 or mail 853 Arvin Avenue, Stoney Creek, Ontario, L8E-5N8.

All feedback, including complaints, will be handled by management and you can expect to hear back within ten (10) business days in a manner within which the feedback was originally communicated. If you require accessible formats or communication supports to provide or receive feedback, please notify Tube-Mac using the contact information noted above.

## 6.10 **Notice of Availability of Documents**

Tube- Mac will notify persons and customers to whom it provides goods and services that the documents required under AODA legislation are available upon request. This notice may be given by posting the information at a conspicuous space within Tube-Mac, the website, and/or any other reasonable method. If Tube-Mac is required to provide a copy of a document to a person with a disability, they will take into consideration a person's disability and provide that document in an appropriate format. Tube-Mac and the person with the disability will agree on what format will be used.

## 6.11 **Modifications to this or Other Policies**

Any policy of Tube-Mac that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

If you require an accessible format of this policy, please contact Tube-Mac Piping Technologies Ltd. using one of the three methods listed above.