AODA - Integrated Accessibility Standards Regulation (IASR) Customer Service Policy

This policy is intended to meet the requirements of the Customer Service Standards included in the Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005.* It applies to the provision of goods and services to the public or other third parties.

Guidelines

In accordance with the Customer Service Standards*,* this policy addresses the following:

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

**A. The Provision of Goods and Services to Persons with Disabilities**

Sutton & Brimley Staffing Solutions (a division of Lift Temp Inc.) 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:

* 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.

**B. The Use of Assistive Devices**

Customer's Own Assistive Device(s)

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Sutton & Brimley Staffing Solutions.

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.

**C. Guide Dogs, Service Animals and Service Dogs**

A customer with a disability that is accompanied by a 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.

Food Service Areas

A customer with a disability that is accompanied by a guide dog or service dog will be allowed access to food service areas that are open to the public (unless otherwise excluded by law).

Other types of service animals are not permitted into food service areas due to the *Health Protection and PromotionAct, Ontario Regulation 562 Section 60*.

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, Sutton & Brimley Staffing Solutions may request verification from the customer.

Care and Control of the Animal:

The customer who 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, Sutton & Brimley Staffing Solutions will make all reasonable efforts to meet the needs of all individuals.

**D. The Use of Support Persons**

If a customer with a disability is accompanied by a support person, Sutton & Brimley Staffing Solutions 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.

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 Sutton & Brimley Staffing Solutions requires a support person to accompany a person with a disability, and where the person with a disability has agreed to the accompaniment, Sutton & Brimley Staffing Solutions 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 Sutton & Brimley Staffing Solutions. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use Sutton & Brimley Staffing Solutions’ 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; and
* A description of alternative services or options.

Notification Options

When disruptions occur Sutton & Brimley Staffing Solutions 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 and/or on the Sutton & Brimley Staffing Solutions website(s);
* contacting customers with appointments;
* verbally notifying customers when they are making a reservation or appointment; or
* by any other method that may be reasonable under the circumstances.

**F. Customer Feedback**

Sutton & Brimley Staffing Solutions (a division of Lift Temp Inc.) shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities.

Submitting Feedback

Customers can submit feedback to:

Sandra Both, Human Resources

(905) 949-2929, Ext. 7404

6130 Tomken Rd., Unit 2, Mississauga, ON L5T 1X7

sboth@lifttemp.com

Customers who 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 or a volunteer
* Every person who participates in developing the Sutton & Brimley Staffing Solutions policies
* Every other person who provides goods or services

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:
  + 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 what to do if a person with a disability is having difficulty accessing your services.
* Sutton & Brimley Staffing Solutions’ policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule

Sutton & Brimley Staffing Solutions will provide AODA training as part of all new employee’s or volunteer’s orientation training. Revised training will be provided in the event of changes to legislation, procedures, policies, and/or practices.

Record of Training

Sutton & Brimley Staffing Solutions will keep a record of training, including the date training was conducted.

**H. Notice of Availability and Format of Documents**

Sutton & Brimley Staffing Solutions 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 Sutton & Brimley Staffing Solutions, the Sutton & Brimley Staffing Solutions’ website(s) and/or any other reasonable method.

**Administration**

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

Sandra Both, Human Resources

(905) 949-2929, Ext. 7404

6130 Tomken Rd., Unit 2, Mississauga, ON L5T 1X7

[sboth@lifttemp.com](mailto:sboth@lifttemp.com)

This policy and its related procedures will be reviewed as required in the event of legislative changes, or changes to company procedures.