



AODA Accessible Customer Service Policy

Intent

The intent of this policy is to outline responsibilities of employees, volunteers and others who deal with the public or other third parties on behalf of the Company in providing goods and services to people with disabilities in compliance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*. All goods and services provided by the Company shall follow the principles of dignity, independence, integration and equal opportunity.

Scope

- This policy applies to the provision of goods and services at premises operated by the Company in the province of Ontario.
- This policy applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of the Company including when the provision of goods and services occurs off the Company premises.
- The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises operated by the Company
- This policy shall also apply to all persons who participate in the development of company policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

General Principles

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- A. Provision of Goods and Services to Persons with Disabilities;
- B. Assistive Devices
- C. Guide Dogs, Service Animals and Service Dogs
- D. Use of Support Persons
- E. Notice of Service Disruptions
- F. Feedback Process
- G. Training
- H. Notice of Availability and Format of Required Documents

A. Provision of Goods and Services to Persons with Disabilities

The Company 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. Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by the Company. 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 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.

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, the Company may request verification from the customer. Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

Care and Control of the Animal:

The customer that 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, the Company will make all reasonable efforts to meet the needs of all individuals.

D. Support Persons

If a customer with a disability is accompanied by a support person, the Company 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.



There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations the Company will make every reasonable attempt to resolve the issue.

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:

If payment is required by a support person for admission to the premises the Company will ensure that notice is given in advance by posting notice of admission fees for support persons where fees are posted.

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 the Company. In the event of any temporary disruptions to facilities or services that customer's with disabilities rely on to access or use the Company's 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
- a description of alternative services or options

Notifications Options:

When disruptions occur the Company 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 Company website;
- 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. Feedback Process

The Company welcomes feedback, including feedback about the delivery of service provided to customers with disabilities. The Company will investigate and respond to all complaints relating to such services in a timely, thorough and objective manner. Feedback forms along with alternate



methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Submitting Feedback:

Customers can submit feedback to Clare Gamble, Director of Human Resources:

- Phone: 416-231-1462 x 229
- Mail: 403 Richmond Road, Ottawa, Ontario, M2A 0E9
- Email: hr@amety.ca
- Website: <http://tubmanfuneralhomes.com/contact-us/contact-form/>

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to any employee. Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted in a timely manner.

G. Training

Training will be provided to all employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of the Company.

Training Provisions:

As reflected in *Ontario Regulation 429/07*, 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 *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- 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 how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Company policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule:

The Company will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractor who deal with the public or act on our behalf. Revised training will be provided in the event of changes to legislation, procedures and/or practices.



Record of Training:

Training records will be maintained in the employee file.

H. Notice of Availability and Format of Documents

This policy is available in alternate formats upon request. Notification will be given by posting the information in a conspicuous place owned and operated by the Company and the Company's website and/or any other reasonable method.