

 THE BRIMICH GROUP	POLICY #: ECPM 3.14/REV 1
Title: AODA Accessibility & Customer Service Policy	Section: Legislative Requirements
Issue Date: October 6, 2020	Previous Issue Date: N/A
Originator: HR Manager	Approved: CEO

PURPOSE:

The government of Ontario supports the full inclusion of persons with disabilities as set out in the Canadian Charter of Rights and Freedoms, Ontario Human Rights Code, the Ontarians with Disabilities Act (ODA) and the Accessibility for Ontarians with Disabilities Act (AODA), 2005. It is the goal of the Ontario government to make Ontario barrier-free by 2025. As we move closer to that date, BRIMICH Logistics (hereby known as BRIMICH) will become progressively more accessible and responsive to the needs of persons with disabilities.

The government of Ontario created the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) with the goal of developing standards that would improve accessibility for people with disabilities across the province. The AODA allows the Provincial Government to develop specific standards of accessibility and enforce them. The standards are made into regulations pursuant to the AODA.

This policy has been developed to outline BRIMICH's commitment to comply with the regulation and what our customers may expect from us. This policy is intended to benefit the full range of persons with disabilities, as defined in the Ontario Human Rights Code. Whether a person's disability is apparent or not, everyone should be treated with courtesy, made to feel welcome, and have their need for accommodation respected whenever they interact with our employees.

BRIMICH is committed to providing our customers with consistently high levels of customer service. In the pursuit of our commitment, BRIMICH will strive to ensure that our products, services and facilities are provided in an accessible manner.

SCOPE OF APPLICATION:

The standards outlined in this policy apply to all full – time/ part – time/casual, hourly and salaried BRIMICH employees.

INTENT:

At BRIMICH, we will:

- Greet our customers in a friendly manner and provide them with quality service each and every visit.
- Give people with disabilities the same opportunity to use our services and allow them to benefit from the same services, in the same place and in a similar way as other customers.
- Provide friendly and knowledgeable service to customers.
- Treat our customers fairly, with respect and with dignity.
- Treat our customers with patience and understanding.
- Respect customer privacy and handle confidential information in an appropriate way.
- Take responsibility and be accountable for the accuracy and quality of our work.
- Act with integrity at all times.

POLICY:

At BRIMICH, we will:

- provide copies of our customer service standards policy upon request; and will ensure that the format is accessible for the customer.
- ensure that our products and services are accessible; and meet a consistently high standard of quality.
- ensure that customers are provided with appropriate feedback mechanisms in a variety of formats; and have the ability to contact BRIMICH regarding concerns. We take customer feedback seriously, and will work to address comments, suggestions, and concerns. BRIMICH will acknowledge the receipt of feedback in an appropriate manner.
- only collect and use customer information in a lawful manner that protects the privacy of our customers; and is compliant with applicable legislation including the Privacy Act and PIPEDA.
- ensure that our facilities, products and services are accessible to persons with a disability. All customer service provided by BRIMICH shall follow the ideals of dignity, independence, integration and equal opportunity. We will meet or exceed all applicable legislation regarding the provision of customer service.
- provide service in a professional, polite and helpful manner, while ensuring that all interactions are conducted with integrity, discretion and respect.

Communications

BRIMICH will communicate with people with disabilities in ways that take into account their disability. This means employees will communicate in a manner that enables persons with disabilities to communicate effectively for the purposes of using, receiving and requesting goods and services from BRIMICH.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

Telephone Services

If telephone communication is not suitable for customer's needs, alternative forms of communication will be offered as required.

Assistive Devices

BRIMICH will commit to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. Persons with disabilities may use assistive devices as required in accessing our services unless otherwise prohibited by law. We will make sure that our staff is trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services.

Other

BRIMICH will prepare one or more documents, describing the following, and give them upon request to any person:

- BRIMICH's policies, practices and procedures governing the provision of services for people with disabilities.
- BRIMICH's policies, practices and procedures governing the use of service animals and support persons.
- The steps BRIMICH will take in connection with a temporary disruption of services.
- BRIMICH's process for receiving and responding to feedback on the provision of services for people with disabilities.
- BRIMICH's policies, practices and procedures for the provision of accessible customer service.

When providing a document to a person with a disability, we will offer the document and information contained in the document in a format that takes into account the person's disability. We will take reasonable efforts to respond to requests for documents in alternative formats in a timely manner.

BRIMICH will also provide notice of availability of all documents required by the Accessibility Standards for Customer Service on our website.

Service Animals

BRIMICH is committed to welcoming people with disabilities and their service animals on our premises that are open to the public or other third parties. We will also ensure that all staff is properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We reserve the right to request a letter from a treating physician, nurse or certificate confirming that the person requires the animal for reasons relating to the disability if it is not readily apparent that the animal is used by the person for reasons relating to his/her disability.

A service animal cannot enter an area of the premises consistent with other laws. In these instances, managers will suggest appropriate alternatives and provide assistance.

Support Persons

BRIMICH is committed to welcoming people with disabilities who are accompanied by a support person on our premises that are open to the public or other third parties. 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 our premises.

Notice of Temporary Disruption

BRIMICH will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises.

Staff Training

BRIMICH will provide training to all employees, volunteers and others 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 with appropriate customer service training to ensure the consistent delivery of exceptional service, including people with disabilities.

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 related to the AODA Customer Service Standard. Training will include the following:

- The purposes of the 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 or using BRIMICH services.
- BRIMICH policies, practices and procedures relating to the customer service standard.
- How to use the equipment or devices available on the provider's premises, or otherwise, that may assist with the provision of goods or services to persons with disabilities.

Applicable staff will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback Process

The ultimate goal of BRIMICH is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way BRIMICH provides services to people with disabilities can be made:

- by telephone (1-519-752-5783 x 240),
- via email (hr@brimich.ca); **or**
- in writing at Brimich Logistics, Attn: HR, 15 Kraemer's Way, Brantford N3V 0A6.

If these methods of communication are not suitable, customers may request another method. All feedback will be directed to the Human Resources department. The customer's privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve BRIMICH's services.

Complaints will be addressed immediately, where possible. However, some complaints may require more effort to address, and must be reviewed for action, possibly at higher levels of management. Customers can expect acknowledgement of verbal, telephone and email complaints in 5 business days. The acknowledgement will indicate when the matter will be addressed and when the customer will be notified. Feedback/response will endeavor to be in a format that is accessible to the complainant.

Modification to this or other policies

BRIMICH is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

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

Questions about this Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the Human Resources department of BRIMICH.