



AODA Policy: Accessible Customer Service Policy

Providing Goods and Services to People with Disabilities

BIEDERMAN ENTERPRISES LTD. is committed to excellence in serving all customers including people with disabilities.

Intent

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

The provision of all goods and services by Biederman Enterprises shall follow the principles of dignity, independence, integration and equal opportunity.

Definitions

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- 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;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- 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 physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

General Principles

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, 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 Service Animals
- 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

Biederman Enterprises Ltd. 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

Customer's own assistive device(s):

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Biederman Enterprises Ltd..

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. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

C. Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Care and Control of the Animal:

The customer that is accompanied by a 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, Biederman Enterprises Ltd. 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, Biederman Enterprises Ltd. 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.

E. Notice of temporary disruption

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Biederman Enterprises Ltd. In the event of any temporary disruptions to services that customer's with disabilities rely on to access or use Biederman Enterprises' 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.

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Biederman Enterprises Ltd. will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at appropriate locations including facility entrances, on our voice mail and/or on our website.

F. Customer Feedback

Biederman Enterprises Ltd will accept feedback from anyone who has any concern about the Accessibility Program. Feedback may be submitted in writing, by email, or by telephone to the HR Manager. Feedback is to be directed to ewagg@biederman.ca or call 905-854-9978.

G. Training

Training will be provided to all applicable individuals who interact with Ontarians on behalf of Biederman Enterprises Ltd.

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 service animal; or
 - require the use of a support person
- 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.
- Biederman Enterprises Ltd.'s procedures and processes pertaining to providing accessible customer service to customers with disabilities.

Training Schedule:

Biederman Enterprises Ltd. will provide training to all employees, and applicable individuals who deal with Ontarians or act on our behalf. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Record of Training:

Biederman Enterprises Ltd. will keep a record of training that includes the dates training was provided and the names of employees who attended the training.

H. Notice of Availability and Format of Required Documents

All documents relating to the Customer Service Standard of the Accessibility for Ontarians with Disabilities Act (AODA) will be made available upon request and in a format reasonably accommodating Disabilities. You may make a request in writing, by email or by telephone. Requests to be submitted to ewagg@biederman.ca or call 905-854-9978.