



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

(AODA)

STANDARD FOR CUSTOMER SERVICE POLICY

PURPOSE

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is Provincial legislation that allows the government to develop specific standards of accessibility. The goal is to create standards to improve accessibility across the province.

APPLICATION

This policy applies to all employees that interacts with the public on behalf of CarWal Doors Systems Limited.

POLICY

CarWal Door Systems Limited is committed to providing persons with disabilities with equal opportunities and standards of goods and services in accordance with Accessibility for Ontarians with Disabilities Act, 2005. These goods and services will be provided in a manner that respects dignity, independence and equal opportunity.

PRINCIPLES

Reasonable efforts will be made to ensure that:

1. Persons with disabilities are provided the equal opportunity to obtain, use and benefit from the services at CarWal Door Systems Limited.
2. Services will be provided in a manner that respects the dignity and independence of persons with disabilities.
3. Communications with a person with a disability are conducted in a manner that takes the person's disability into account.
4. Persons with disabilities may use assistive devices, service animals and support persons as is necessary to access CarWal Door System Limited services unless amended or superseded by other legislation.

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 that might assist in seeing, hearing, communicating or moving.

Disability – as defined by the AODA is as follows:

- any degree of physical disability , infirmity, malformation or disfigurement that is caused by injury, birth defect or illness, 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 remedial appliance or device.
- a condition of mental impairment or 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
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

Guide Dog – is a highly trained working dog that has been trained to provide mobility, safety and increased independence for people who are blind

Service Animal – an animal is a service animal for persons with a disability if (a) it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – a dog, other than a guide dog for the blind, is a service dog if (a) it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or (b) the person who requires the dog can provide, upon request, a letter from a physician or nurse confirming that the person requires a service dog

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

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.

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 the company will make reasonable efforts to provide advance notice. This notice will be posted in a conspicuous location(s) on our premises or by any other means that may be reasonable under the circumstances.

FEEDBACK

The company shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Feedback may be provided in the manner deemed most convenient to them such as in person, by telephone, in writing or through our web site www.carwal.ca

TRAINING

Training will be provided to all employees who act on behalf of the company. Training will cover the following:

- the purpose of the Accessibility for Ontarians with Disability Act, 2005
- 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 support person
- how to assist people who have difficulties accessing our services

A record of the training will be kept for each employee.

This policy will be made available upon request in a format that takes into account the person's disability. This policy will be made available on the company web site www.carwal.ca