

ACCESSIBLE CUSTOMER SERVICE

Policy N. A.1.2

Effective Date: November 11, 2011

Last Revised: July 1, 2016

1. PURPOSE AND POLICY STATEMENT

- 1.1. The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act”) is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability. A standard for Customer Service has been established under the Act to ensure goods and services are, where at all possible, equally accessible to every member of the public.

We at TAB Products of Canada, Co. (“TAB”) are committed to providing a barrier-free environment for our customers. The objective of this policy is to ensure we meet the accessibility requirements of Ontario Regulation 429/07 (Customer Service Standard) under the Act.

- 1.2. Reasonable efforts shall be made to provide all persons, equal opportunity to obtain, use and benefit from TAB’s goods and services. To ensure that goods and services are provided in a manner and format that respects the dignity and independence of persons with disabilities, the provision of such goods and services shall be:
 - a part of standard business operations, whenever possible,
 - b accessible through the use of assistive devices, service animals and support persons unless prohibited by law or for reasons of health and safety,
 - c reinforced through training of personnel on accessibility requirements; provision of service disruption notification, when required and, access to a feedback process.

2. APPLICATION

This procedure covers the provision of goods and services by TAB employees as well as by agents or contractors who represent TAB to customers or who provide any services to customers on behalf of TAB.

3. DEFINITIONS

- 3.1. **Assistive Device** - is a technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities. An assistive device may be provided by the individual or may be provided by TAB in the form of lifts, ramps, wheelchair, audio and visual enhancements, etc.
- 3.2. **Barrier** - as defined by the Act, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.
- 3.3. **Disability** - as defined by the Act and the Ontario *Human Rights Code*, is:
 - a 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,
 - b a condition of mental impairment or a developmental disability,

ACCESSIBLE CUSTOMER SERVICE

Policy N. A.1.2

Effective Date: November 11, 2011

Last Revised: July 1, 2016

- c a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
 - d a mental disorder, or
 - e An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.
- 3.4. **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, nurse or regulated health professionals confirming that the person requires the animal for reasons relating to the disability.
- 3.5. **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 or medical needs or with access to goods or services.

4. RESPONSIBILITIES

- 4.1. All Departments are responsible for:
- a Providing documents in suitable formats upon request by a person with a disability
 - b Ensuring compliance with the Standards of Accessible Customer Service, Ontario Regulation 429/07 under the Act
 - c Notifying the Human Resources Department of any additional training requirements
 - d Budgeting for accessibility requirements
 - e Communicating and coordinating, when applicable, with a person with a disability regarding the use of a support person
 - f Communicating and coordinating, when applicable, with a person with a disability regarding services animals
 - g Providing notification of a service disruption to those persons that have registered with the HR Department
- 4.2. User (Person with a disability) is responsible for:
- a Supervising and keeping service animals in control when used to access TAB's goods and services
 - b Providing verification or license of service animal certification
 - c Providing TAB with a contact name and information should service disruption notification be required
- 4.3. The Human Resources (HR) Department is responsible for:
- a Monitoring and reporting on compliance measures
 - b Updating and interpreting this procedure
 - c Communicating the accessible customer service procedures to all relevant parties
 - d Assisting in the set-up of training and the records to be kept by TAB
 - e Maintaining a contact list of individuals that have registered for service disruption notification
 - f Providing individualized workplace emergency response information to employees who have a disability, where necessary
 - g Preparation and enforcement of Accessible Customer Service Policy
 - h The provision of Accessibility Training in accordance with the relevant policies and procedures
 - i Administering the feedback process

ACCESSIBLE CUSTOMER SERVICE

Policy N. A.1.2

Effective Date: November 11, 2011

Last Revised: July 1, 2016

5. PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

5.1. Accessible Communication – Call Handling

- a TAB strives to communicate with its customers in a manner that is accessible. Our Customer Service department is capable of addressing inquiries via email, as well as by phone, fax and regular mail. Upon request, TAB will make effort to provide product documentation in accessible and alternate formats (i.e. Braille, audio and electronic files).
- b TAB employees shall ensure that every effort is made to accommodate our customers with disabilities by immediately escalating inquiries that are not successfully concluded on the initial contact. The goal is to ensure that our customers with disabilities receive the full benefits of our customer service organization.

5.2. Procedure For Assistive Devices, Service Animals And Support Persons

TAB shall recognize and accommodate persons requiring the use of assistive devices, service animals and support persons to access goods and services in accordance with applicable legislation, policy and procedures.

a Assistive Devices

Customers with disabilities are permitted, where possible, to use their own Assistive Devices when on TAB premises, unless otherwise prohibited due to health and safety considerations or privacy issues arise. Where ever possible, TAB shall make assistive devices available in the form of lifts, wheelchairs, audio and visual enhancement, etc. Staff will receive training on various Assistive Devices that may be used by persons with a disability while accessing our goods and services.

b Service Animals

A person with a disability is permitted to be accompanied by a Service Animal in areas that are open to the public, when accessing goods and services provided by TAB, unless otherwise prohibited by law. In the event that a Service Animal is excluded from the premises by law, the appropriate personnel or TAB shall endeavor to make other provisions available, to enable the person with a disability to obtain, use or benefit from TAB's goods and services.

c Support Persons

A person with a disability may enter TAB premises with a Support Person and have access to the Support Person when accessing goods and services provided by TAB.

6. TRAINING, SERVICE DISRUPTION NOTIFICATION, AND FEEDBACK PROCESS

6.1. Training

- a TAB shall provide accessibility training and ongoing training in accordance with the Act, this policy and any related Human Resource training practices and procedure. Training shall be provided to all TAB employees. TAB will also ensure that any and all contractors or agents who represent TAB to customers, or who provide any services to customers on behalf of TAB receive appropriate training. Training will include the following content:

ACCESSIBLE CUSTOMER SERVICE

Policy N. A.1.2

Effective Date: November 11, 2011

Last Revised: July 1, 2016

- The purposes of the Act and the requirements of the Accessibility Standard for Customer Service, Ontario Regulation 429/07
 - 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
 - How to use assistive devices, if applicable, which may be available at TAB facilities
 - Instruction if a person with a disability is having difficulty in accessing TAB's goods and services
- b The following shall also be applicable as it relates to training:
- Training shall be provided on an as needed basis (i.e. training on the use of assistive equipment shall be upon hire or the first day of employment/use)
 - Training shall be provided in a timely manner and on an ongoing basis to meet staff needs and to ensure compliance with applicable legislation
 - TAB policies and procedures are available within TAB's Public Folders in Outlook. The appropriate policy and procedures shall be reviewed as part of the training program
 - TAB shall keep records of the training provided in accordance with Ontario Regulation 429/07

6.2. Service Disruption Notification

- a In the event of a planned service disruption at any TAB facility, service or system notice shall be provided on TAB e-mail and posted at the location. Where a person with a disability uses such a facility, service or system, and, has registered a contact name and information with the HR Department, the contact person shall receive notice (in the manner determined at the time of registration) of the service disruption. Notice may be provided by one of the following ways:
- by telephone, or
 - by email, or
 - by mail
- b The registered contact person shall be provided notice about the reason for the disruption, its anticipated duration and a description of alternative facilities, services or systems that may be available.
- c In the event of an unexpected disruption, where possible notice shall be posted at the facility or service location in a conspicuous place, or posted on TAB web site or by such other method as is reasonable under the circumstances.

6.3. Feedback Process

- a TAB shall maintain a feedback form to enable customers to comment on the accommodations provided to people with disabilities.
- b Such feedback forms shall be available to customers, and will be received by TAB, in any form (i.e. in-person, by telephone, in writing, fax or in electronic format, including email).
- c All questions and concerns received shall be acknowledged within a maximum of one (1) week from the date of receipt. Response time to such submissions shall be dependent on the complexity of the

ACCESSIBLE CUSTOMER SERVICE

Policy N. A.1.2

Effective Date: November 11, 2011

Last Revised: July 1, 2016

issue, but shall not exceed thirty (30) business days, unless there are extenuating circumstances that have been communicated to the submitter.

- d TAB shall ensure that this feedback process is accessible, by providing or arranging for accessible formats and communication supports, upon request.

7. COMMITMENT TO ACCESSIBILITY

TAB is committed to ensuring a barrier-free and fully accessible place to conduct business. TAB will make reasonable effort to provide accommodation in a timely manner. This policy will be provided in an accessible format or with a communication support, upon request. Should you require any accommodation due to a disability in order to access our services, please submit a feedback form (Appendix) or contact our Customer Service Department.

By Phone	1-800-417-8010
By Fax	1-800-575-8427
By email	canadainfo@tab.com

ACCESSIBLE CUSTOMER SERVICE

Policy N. A.1.2

Effective Date: November 11, 2011

Last Revised: July 1, 2016

Appendix

Customer Feedback Form

Thank you for visiting TAB Products of Canada, Co. We value all of our customers and strive to meet everyone's needs.

Please tell us the date and time of your visit:

Date _____

Time _____

Did we respond to your customer services needs today? YES NO

Was our customer service provided to you in an accessible manner?

YES SOMEWHAT NO (please explain below)

Did you have any problems accessing our goods and services?

YES (please explain below) SOMEWHAT (please explain below) NO

Please add any other comments you may have:

Contact information (optional)

Name _____

Phone Number _____

Email _____