

**Mississauga Bus, Coach and
Truck Repairs Inc.**

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Mississauga, Ontario

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**Accessible Customer Service
Policy**

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Section 1: Statement of Commitment

Mississauga Bus, Coach and Truck Repairs Inc. (MBCT) is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Section 2: Background

The AODA was passed by the Ontario legislature in 2005, with the goal of creating a fully accessible Ontario by 2025.

AODA Section 1: “Recognizing the history of discrimination against persons with disabilities in Ontario, the purpose of this Act is to benefit all Ontarians by,

(a) developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025; and

(b) Providing for the involvement of persons with disabilities, of the Government of Ontario and of representatives of industries and of various sectors of the economy in the development of the accessibility standards.” This policy applies to either temporary or permanent disabilities,

Two regulations were created under this Act; the Accessibility Standards for Customer Service (Ontario Regulation 429/07) and the Integrated Accessibility Standards (Ontario Regulation 191/11). The Accessibility Standards for Customer Service came into effect on January 1, 2008. It sets out obligations for certain persons, businesses and other organizations to provide goods or services in a way that is accessible to people with disabilities in Ontario.

The Integrated Accessibility Standards Regulation became law on June 3, 2011. It combined four standards – Information and Communications, Employment, Transportation and Design of Public Spaces – under one regulation. There is a phased-in approach to compliance, with deadline dates for each standard being based upon organization type and size, primarily ranging between January 1, 2012 and January 1, 2017

Both standards applies to every organization that provides goods, services or facilities to the public or other third parties and that has at least one employee in Ontario

Section 3: Purpose

This policy is drafted in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07) and the Integrated Accessibility Standards (Ontario Regulation 191/11) and addresses the following;

- Communication with customers with disabilities
- The provision of goods and services to persons with disabilities;
- The use of assistive devices by persons with disabilities;
- The use of service animals by persons with disabilities;
- The use of support persons by individuals with disabilities;
- Notice of temporary disruptions in services and facilities;
- Training
- Recruitment and Selection
- Employment, Performance Management and Career Development

- Customer feedback regarding the provision of goods and services to persons with disabilities; and
- Information and communications

This policy is supported by procedures which outline the detailed processes and accommodations pursuant to this policy. The supporting procedures include the following:

- Procedures for the Use of Assistive Devices,
- Procedures for the Use of Service Animals,
- Procedures for the Use of Support Persons,
- Procedures for Recruitment and Staffing,
- Procedures for Performance Management and Career Development
- Procedures for Providing Notice of Temporary Disruptions,
- Procedures for Receiving Feedback.

Section 4: Definitions

- a) **Accessible Formats** – May include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.
- b) **Accommodation** – Means the special arrangement made or assistance provided so that customers with disabilities can participate in the experiences available to customers without disabilities. Accommodation will vary depending on the customer's unique needs.
- c) **Assistive Device** – Means 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.
- d) **Communication Supports** – May include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

- e) **Customer** – Means a person to whom MBCT provides goods and services and those who access facilities for the purpose of conducting business with MBCT. This definition excludes those who perform duties for MBCT or on behalf of MBCT such as staff or volunteers.
- f) **Disability** – Means:
- i. 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, brain injury, any degree of paralysis, amputation, lack of physical coordination, 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;
 - ii. A condition of Mental impairment or a developmental disability;
 - iii. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
 - iv. A mental disorder; or
 - v. An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*
- g) **Guide Dog** – Means a dog trained as a guide for a blind person, as defined in section 1 of the *Blind Persons Rights' Act*, and having qualifications prescribed by the regulations under that Act.
- h) **Service Animal** – Means an animal used by a customer with a disability for reasons relating to the disability where it is readily apparent that the animal is used by the customer for reasons relating to the disability; or where the customer provides a letter for a physician or nurse confirming that the customer requires the animal for reasons relating to the disability; or where

the customer provides a valid identification card or training certificate from a recognized guide dog or service animal training school.

- i) **Support Person** – Means a person who accompanies a customer with a disability in order to assist them with communication, mobility, personal care, or medical needs or with access to goods and service.

Section 5: Scope

This policy applies to all persons who deal with members of the public or other third parties on behalf of MBCT, whether the person does so as an employee, agent, volunteer, contractor, and consultant or otherwise. It also applies to all persons who participate in developing MBCT's policies, practices and procedures governing the provision of goods and services to members of the public or other third parties

Section 6: Mandatory Requirements

Communication with Customers with Disabilities

- (1) When communicating with a customer with a disability, MBCT will do so in a manner that takes into account the customer's disability.
- (2) In all of our places of business, this includes the provision of documents and information in alternate formats where possible and where practical, i.e. where facilities exist to meet needs within given timeframes, and/or when it is feasible to provide such alternates.

The Provision of Goods and Services to Customers with Disabilities

- (3) MBCT will use reasonable efforts to ensure that the provision of its goods and services are consistent with the following principles:
 - a. MBCT's goods and services are provided in a manner that respects the dignity and independence of customers with disabilities;
 - b. The provision of MBCT's goods and services to customers with disabilities are integrated with those provided to customers who do not have disabilities unless an alternative measure is necessary to

enable a customer with a disability to obtain, use or benefit from MBCT's goods or services;

- c. Customers with disabilities are given an opportunity equal to that of customers without disabilities to obtain, use, or benefit from MBCT's goods or services.

Assistive Devices

- (4) A customer with a disability may use their own assistive device, at their own pace, for the purpose of obtaining, using and benefiting from MBCT's goods and services.
- (5) There may be situations where the use of an assistive device is not possible. In these situations, MBCT may offer a customer with a disability other measures to assist them in obtaining, using and benefiting from MBCT's good and services.

Service Animals

- (6) Where MBCT provides good and services, customers with a disability may enter premises owned and/or operated by MBCT accompanied by a service animal and may keep the service animal with them if the public has access to such premises and the service animal is not otherwise excluded by law.
- (7) If a service animal is excluded by law, MBCT will use reasonable efforts to ensure that alternate means are available to enable the customer with a disability to obtain, use or benefit from MBCT's goods and services.
- (8) It may be "readily apparent" that an animal is a service animal if the animal is identified with a harness, "service animal" coat or leash or other identified, or that the animal is clearly providing services to persons with disabilities. If it is not readily apparent that the animal is a service animal, MBCT staff may ask the customer with a disability for a letter from a physician or nurse confirming that the customer requires the service animal for reasons relating to their disability.

(9) The customer may as an alternative to the letter, provide a valid identification card or training certificate from a recognized guide dog or service animal training school (IE: a dog trained as a guide for a blind persona and having qualifications prescribed by the regulations under the *Blind Persons Rights' Act* or a Hearing Ear Dog or Special Skills Dog as qualified by the Lions Foundation of Canada).

(10) It is the responsibility of the customer with a disability to keep their service animal in control at all times.

Support Persons

(11) MBCT, where it provides goods and services, will ensure that a customer with a disability may enter a premises owned and/or operated by MBCT with a support person will have access to their support person while on the premises

Notice of Temporary Disruptions in Services and Facilities

MBCT is aware that the operation of certain services and facilities are important to customers with disabilities. However, temporary disruptions in services and facilities may occur due to reasons that may or may not be within MBCT's control or knowledge.

(12) MBCT will make reasonable efforts to provide notice of the disruptions to the public, including information about what service is being disrupted, the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, which may be available.

(13) MBCT will make reasonable efforts to provide notice of planned situations, recognizing that in some circumstances such as in the situation of unplanned temporary disruption, advance notice will not be possible. In such cases, MBCT will provide notice as soon as possible.

(14) When temporary disruptions occur to MBCT services and/or facilities used by customers with disabilities, MBCT will provide notice by posting the information in visible place, or on MBCT's website, or by any other methods that may be reasonable under the circumstances, as soon as possible.

Training

- (15) MBCT will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service.
- (16) The frequency and format of training will be tailored to suit each person's interactions with the public and their involvement in the development of policies, procedures and practices pertaining to the provision of goods and services.
- (17) The content of the training will include, but is not restricted to the following;
 - a. A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
 - b. A review of the requirements of the Accessibility Standards for Customer Service;
 - c. How to interact and communicate with customers who have various types of disabilities;
 - d. How to interact with customers with disabilities who require the assistance of assistive devices, service animals or support persons;
 - e. How to use assistive devices or equipment provided by MBCT that may help customers with disabilities access MBCT's goods and services;
 - f. What to do if a customer with a disability is having difficulty accessing MBCT's goods and services; and
 - g. Instruction on MBCT's policies, procedures and practices pertaining to the provision of goods and services to customers with disabilities.
- (18) Training will be provide as soon as practicable and on an on-going basis as changes are made to MBCT's policies, procedures and practices governing

the provision of goods and services to customers with disabilities and to the assistive devices or equipment made available by MBCT

- (19) MBCT will maintain records of the required training. These records will include the number of individuals trained and the dates in which training occurred. The names of individuals trained will be recorded for administration purposes.

Recruitment and Selection

MBCT is committed to ensuring that reasonable accommodations are made available to persons with disabilities during the recruitment, assessment and selection processes and, in consultation with job applicants, provides reasonable accommodations upon request. In particular, MBCT will;

- (20) Notify job applicants about the availability of accommodations during the recruitment, assessment and selection processes;
- (21) Consults with job applicants to ensure reasonable accommodations are provided, taking into account individual accessibility needs and;
- (22) Notify successful job applicants about its policies for supporting employees with disabilities (including policies for accommodating employees with disabilities).
- (23) MBCT will ensure that reasonable accommodations are made available to persons with disabilities during the recruitment, assessment and selection processes on an ongoing basis.
- (24) MBCT will continue to review its return to work and accommodation processes to ensure the development and documentation of individual accommodation plans for employees on an ongoing basis.

Employment, Performance Management and Career Development

MBCT is committed to ensuring that reasonable accommodations are made available to employees with disabilities throughout the employment relationship. In particular, MBCT will;

- (25) Inform employees of its policies for supporting employees with disabilities (including policies for accommodating employees with disabilities) as soon as practicable after commencing employment;
- (26) Notify employees of any changes to existing policies for supporting employees with disabilities (including policies for accommodating employees with disabilities);
- (27) Provide accessible formats and/or communication supports to employees, upon request;
- (28) Consult with employees to determine the suitability of an accessible format and/or communication support;
- (29) Provide individualized workplace emergency response information to employees (or to any person designated to provide assistance to an employee) if necessary, and reviews this information as required;
- (30) Develop and document individual accommodation plans for employees with disabilities;
- (31) Develop return to work processes for employees who have been absent from work due to disability, and require reasonable accommodations to return to work; and
- (32) Consider the accessibility needs of employees with disabilities, and any individual accommodation plans, throughout the performance management, career development and advancement
- (33) MBCT will continue to review its return to work and accommodation processes to ensure the development and documentation of individual accommodation plans for employees on an ongoing basis.

MBCT will take steps to ensure the accessibility needs of employees with disabilities needs are taken into account if when using performance management and career development. In particular, MBCT will;

- (34) Address any accommodation needs or barriers that might be hindering an employee's success or career development;
- (35) Where accommodation needs are identified, management will work to ensure that employees receive the appropriate supports to be successful in their role;
- (36) Employees returning to work after a period of disability will work with management to come up with a suitable return to work plan that addresses barriers and accommodation needs for a successful transition to the workplace.

Customer feedback

- (37) MBCT is committed to providing high quality goods and services to the public it serves. Feedback from the public welcomed as it may identify areas that require changes and courage continuous service improvements.
- (38) Feedback from a member of the public about the delivery of goods and services to customers with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods. MBCT shall ensure that the feedback process is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request.
- (39) Information about the feedback process will be available to the public and notice of the process will be posted on MBCT's premises

Notice of the availability of Documents

- (40) Notice of the availability of all documents required by the Accessibility Standards for Customer Service will be posted on MBCT's premises and will be available in print formats, and other reasonable methods.

Availability and Format of the Documents Required by the Accessibility Standards for Customer Service

- (41) All documents required by the Accessibility Standards for Customer Service are available upon request, subject to the MBCT's privacy policy.
- (42) When providing a document to a customer with a disability, MBCT will provide the document, or the information contained in the document, in a format that takes the customer's disability into account.

Section 7: Future Actions

As part of our multi-year plan, MBCT will continuously review and update our policies on providing accommodation.

Immediate Actions

MBCT will ensure that by January 1, 2017, all new or redeveloped public spaces are accessible to individuals with disabilities. This will include but is not limited to; public outdoor paths of travel, parking lots, service counters and waiting areas. When changes are made, MBCT will record them in an annual report.

MBCT will ensure by January 1, 2017, this report is uploaded to the company website and made available to the public. Contact information will also be included should individuals request an accommodative copy of this policy.

Longer-Term Actions

MBCT will conduct reviews on accommodation on an annual basis and will issue updated reports. The reviews will include management and employees and will cover progress made on making the workplace more accessible as well as suggestions to continue to ensure an accessible work environment. The reviews will include any changes that were made we in order to better accommodate individuals with disabilities.

MBCT will ensure that all websites and web content will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0. This conformation will occur on or before January 1st, 2021 as required by regulations.

MBCT will ensure that updated accessibility compliance reports are filed in a timely manner with the Government of Ontario as per required deadlines. These reports will update any changes will be documented.

By December 31, 2017, MBCT will ensure an updated accessibility compliance report is filed.

By December 31, 2020, MBCT will ensure an updated accessibility compliance report is filed.

By December 31, 2023, MBCT will ensure an updated accessibility compliance report is filed.

Section 8: Contact Information

For additional information, questions or to request a copy of this policy, please contact;

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Mississauga Bus, Coach and Truck Repairs Inc.

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