

ACCESSIBILITY TO ONTARIANS WITH DISABILITIES CUSTOMER SERVICE POLICY

1 Purpose

- 1.1 This policy establishes accessibility standards for customer service, to ensure that Recochem`s services are provided in a manner that respects the dignity and independence of persons with disabilities working for or on behalf of our customers. In that Recochem does not deal with members of the general public, in the cases where it should occur, the principles of this policy will apply.

2 Scope

This procedure applies to Ontario location(s).

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3 Definitions

- 3.1 “Assistive Device” refers to any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.
- 3.2 “Disability” refers to any personal conditions as defined under the applicable Human Rights Code
- 3.3 “Guide Dog” refers to a dog trained as a guide for a person who is blind and having qualifications prescribed by the regulations under the Blind Persons’ Rights Act.
- 3.4 “Service Animal” refers to an 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
- 3.5 “Support Person” refers to person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods or services

4 References

- 4.1 Integrated Accessibility Standards Policy

5 Responsibilities

- 5.1 The department manager is responsible to ensure that should customer representatives visit the facility, the provisions of this policy are applied.
- 5.2 The Customer Service Department is responsible to ensure appropriate communication when servicing customer representatives with a disability
- 5.3 The Human Resources Generalist is responsible to ensure the communication of the policy, and in particular that the required training takes place, as well as to ensure the application of this policy to visitors and members of the general public, if required.

6 Procedure

6.1 Communication

- 6.1.1 When communicating with a person with a disability, Recochem personnel will do so in a manner that takes into account the person’s disability

6.2 Visitors

- 6.2.1 Should a disabled person require to access Recochem’s facility, information will be obtained beforehand to ensure appropriate accommodation.

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6.2.2 If a person with a disability is accompanied by a service animal, Recochem personnel shall ensure the person is permitted to enter the premises with the animal and to keep the animal with him/her, except for access in locations where there are safety considerations that would dictate otherwise.

6.2.3 If a person with a disability is accompanied by a support person, Recochem personnel shall ensure that both are permitted to enter the premises, unless there are safety considerations that would dictate otherwise.

6.2.4 Should there be a requirement for an emergency evacuation of the premises; Recochem personnel will ensure that the disabled person is provided information and support to safely exit the building.

6.2.5 Should there be a temporary disruption of access to the facility; visitors will be advised beforehand, taking into account their disability.

6.3 Training

6.3.1 Recochem will ensure that its personnel receive training about the providing of services to persons with disability. This training will be given to employees who have contacts with customers and the general public, as well as employees who participate in developing policies that deal with providing goods and services to customers

6.3.2 The training will include a review of the purpose of the Act and the requirements of the regulation, and instructions about interacting and communicating with persons with disability, and persons using assisting devices or a service animal, or other type of assistance

6.3.3 Training will be provided to each employee as soon as practicable after he/she is assigned the relevant duties, and will also be provided when there are changes to the practices and policies governing such matters

6.3.4 Recochem shall keep records of the training provided under this policy, including the dates on which the training is provided and the number of individuals to whom it is provided.

6.4 Customer Feedback

6.4.1 Recochem will ensure customers can provide their feedback regarding the manner in which Recochem provides its goods and services to persons with disabilities. Such feedback can be transmitted in person, by telephone, in writing, delivering an electronic text via email, diskette or otherwise.

6.4.2 Recochem will carefully review and respond to such feedback.

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6.5 Availability of documents

6.5.1 There will be a posting on the premises to inform customers that documents required by the regulation are available upon request.

6.5.2 Documents required by regulation will be provided in the format that takes into account the person`s disability, to be discussed beforehand with the person with a disability

7 **Associated Documents**

None