Accessibility Policy for Customer Service

1.0 Intent

This policy is intended to meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 165/16 (O. Reg. 165/16),* specifically *Part IV.2 – Customer Service Standards,* 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.

All goods and services provided by Ultra Manufacturing Ltd. and its divisions, herein known as Ultra Manufacturing Ltd., shall follow the principles of dignity, independence, integration and equal opportunity.

2.0 Scope

a) This policy applies to the provision of goods and services at premises owned and operated by Ultra Manufacturing Ltd.

b) This policy applies to any employee of Ultra Manufacturing Ltd. who is a provider of goods and service.

c) The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises owned and operated by Ultra Manufacturing Ltd.

d) This policy shall also apply to all persons who participate in the development of the Ultra Manufacturing Ltd.'s policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

3.0 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.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act,* to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in *O. Reg. 165/16*, 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.

Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:
- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

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.

4.0 General Principles

In accordance with the *Customer Service Standards, O. Reg. 165/16, Part IV.2,* 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 Guide Dogs, Service Animals and Service Dogs
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
I. Compliance and Enforcement

A. The Provision of Goods and Services to Persons with Disabilities

Ultra Manufacturing 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. The Use of Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Ultra Manufacturing 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.

C. Guide Dogs, Service Animals and Service Dogs

A guide dog, service animal or service dog that accompanies a customer with a disability will be allowed access to premises that are open to the public and will be allowed to remain with the customer with a disability unless otherwise excluded by law.

“No pet” policies do not apply to guide dogs, service animals and/or service dogs.

Exclusion Guidelines:

If a guide dog, service animal or service dog is excluded by law (see applicable laws below) Ultra Manufacturing Ltd. will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Care and Control of the Animal:
The customer that is accompanied by a guide dog, service dog and/or 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, Ultra Manufacturing 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, Ultra Manufacturing Ltd. will ensure that both persons are allowed to enter the premises together and ensure 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 Disruptions in Service

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

Notifications will include:

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

Notifications Options:

When disruptions occur Ultra Manufacturing Ltd. will provide notice by:

- posting notices at all public points of access
- contacting customers with appointments;
- verbally notifying customers when they are making a reservation or appointment; or
- by any other method that may be reasonable under the circumstances.

F. Feedback Process

Ultra Manufacturing Ltd. shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will

be readily available to all customers. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, or email), will be available upon request.

Submitting Feedback:

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so my contacting Human Resources at Ultra Manufacturing Ltd.

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

G. Training

Training will be provided to:

a) all employee of Ultra Manufacturing Ltd. who are providers of goods and service.
b) those who are involved in the development and approval of customer service policies, practices and procedures.

Training Provisions:

As reflected in *O. Reg. 165/16,* 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 *Customer Service Standards, O. Reg. 165/16, Part IV.2*.
- 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 guide dog, service dog or other service animal; or
    - require the use of a support person (including the handling of admission fees).
- 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.
- Ultra Manufacturing Ltd.'ssd policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule:

Ultra Manufacturing Ltd. will provide training upon hire of employees within a role of providing goods and services. Training will be provided to all employees providing goods and services annually. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Record of Training:

Ultra Manufacturing Ltd. will keep a record of training within the employees training file.

H. **Notice of Availability and Format of Documents**

Ultra Manufacturing Ltd. shall notify customers that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability.

I. **Compliance and Enforcement**

Ultra Manufacturing Ltd. shall file an Accessibility Report with the Ministry of Economic Development, Employment and Infrastructure upon request to satisfy requirements set out by the *Accessibility for Ontarians with Disabilities Act, 2005.*

5.0 Administration

If you have any questions or concerns about this policy or its related procedures please contact:

Contact:	Human Resources
Phone Number:	(519) 893-3831
Mailing Address:	Ultra Manufacturing Ltd. 100 Washburn Drive Kitchener, Ontario N2R 1S2
Email Address:	reception@ultramanufacturing.com

6.0 Reference

HR-090-C AODA Individual Emergency Response Plan
HR-099-C AODA Accessibility Feedback Form
HR-100-C AODA Record of Customer Feedback
HR-101-C AODA Accessibility for Individuals with Disabilities
HR-102-C AODA Disruption of Service
HR-115-C AODA Individual Accommodation Plan Form

This policy and its related procedures will be reviewed as required in the event of legislative changes.

7.0 Revision Record

Rev	*Pages*	*Description*	*Revised By*	*Date*
Rel	*All*	*New Instruction*	*Cyndi Brubacher*	*Aug 2014*
001	*All*	*Review of policy; changes to font and formatting throughout Change from SAFETY PRO to HR POL in DCS.*	*Maggie Kratz*	*Feb 2020*
002	*All*	*Updated to reflect changes in legislation – all references to O. Reg. 429/07 "Accessibility Standards for Customer Service" changed to O. Reg. 165/16 "Integrated Accessibility Standards; Part IV.2 Customer Service Standards"*	*Maggie Kratz*	*April 2020*
003	*All*	*Compliance Review of policy and reference documents. Updated logo.*	*Melanie Toth*	*November 6, 2023*