

## Customer Service Policy & Accessibility for Ontarians with Disability Act (AODA)

### **PROVIDING GOODS AND SERVICES TO INDIVIDUALS WITH DISABILITIES**

KOLAB PROJECT is committed to providing high quality service to all its customers and clients, including customers and clients with disabilities. It is KOLAB PROJECT's objective to provide customer service in a manner that respects the dignity and independence of individuals with disabilities. This means that KOLAB PROJECT will take steps to ensure that its goods and services are provided in an accessible manner and, to the fullest extent possible, allow individuals with disabilities to access goods and services in the same way as all other customers and clients.

#### **1. Communicating with Individuals with Disabilities**

KOLAB PROJECT understands that how we communicate to our clients and customers is key to our business. KOLAB PROJECT is committed to communicating with individuals with disabilities in a manner that takes into account their disabilities, and we will train our staff who communicate with customers and clients accordingly. See Appendix A for some tips regarding how to communicate with individuals with particular disabilities.

We recognize that disabilities and any accommodations required by individuals with disabilities are not always obvious or apparent. KOLAB PROJECT is committed to being guided by the principles of respect, dignity and independence in interacting with all individuals, including individuals with disabilities.

Our commitment to communicating effectively with individuals with disabilities applies to all aspects of our communications with clients and customers (and potential clients and customers), including face to face interactions, telephone and electronic communications, and written documents, including without limitation, presentations, contracts and billings.

#### **2. Assistive Devices, Service Animals and Support Persons**

KOLAB PROJECT is committed to welcoming individuals with disabilities into our premises and ensuring that they can access our goods and services. Individuals who use assistive devices will be able to obtain, use and benefit from our goods and services. To the greatest extent possible, we will ensure that our staff are familiar with various assistive devices that may be used by customers and clients to access our services. If KOLAB PROJECT maintains assistive devices that may be used by customers and clients, we will ensure our staff is trained with respect to their use. See Appendix B for some examples of assistive devices commonly used by individuals with particular disabilities.

Subject to applicable laws, individuals with disabilities who are required to be accompanied by a service animal on the parts of our premises open to the public and other third parties will be permitted to do so. It is the responsibility of the person with a service animal to control the animal at all times. In the event that an employee of KOLAB PROJECT or a visitor at KOLAB PROJECT is allergic to animals, arrangements will be made to accommodate those affected. KOLAB PROJECT is similarly committed to welcoming individuals with disabilities who are accompanied by a support person and may have access to that individual at all times while on our premises. See Appendix C for some examples of how service animals and support persons may assist individuals with particular disabilities. In appropriate circumstances, the consent from an individual with a disability or a confidentiality agreement may be required when communicating private issues or confidential information in the presence of a support person.

### **3. Notice of Temporary Disruptions**

KOLAB PROJECT will provide customers and clients with notice in the event of a planned or unexpected disruption of the facilities or services usually used by individuals with disabilities in accessing KOLAB PROJECT's premises or goods and services. Our building will also provide notifications and communications regarding disruption of building facilities and services. The notice will include information regarding the reason for the disruption, its anticipated duration, and a description of any alternative facilities or services for use, if available. The notice will be brought to the attention of individuals with disabilities in a manner reasonable in the circumstances, for example, by posting the notice in KOLAB PROJECT's premises. In order to make information accessible, the signs and printed notices will be clearly laid out in sufficient size and easily readable. In case of emergency, KOLAB PROJECT may not be able to give adequate notice of disruption.

### **4. Feedback Process**

The overall objective of KOLAB PROJECT is to meet and surpass customer and client expectations in all respects, including our service to individuals with disabilities. Comments regarding how well those expectations are being met are vital, welcome and appreciated. We recognize that feedback can make KOLAB PROJECT's customer service better.

Feedback regarding the way KOLAB PROJECT provides goods and services to customers and clients (and potential customers and clients) with disabilities can be made verbally, by email, by letter or otherwise to your supervisor or department head for consideration. Complaints and other feedback requiring a response will be addressed promptly and in accordance with our regular procedures for handling such issues.

### **5. Training of Staff**

KOLAB PROJECT will ensure that employees, volunteers and others who deal with the public or other third parties on its behalf, and all those who are involved in the development and approval of customer services policies, practices and procedures, receive training in compliance with applicable laws, including the Ontario *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA"). Training will also be provided to new employees as part of orientation training, and on a continued basis as required. A record of all training will be kept on file with HR.

Training will include, at minimum, the elements set out below.

- An explanation of the purposes of AODA and the customer service standards enacted under AODA.
- Requirements of the Customer Service Standard, and KOLAB PROJECT's accessible Customer Service policy.
- Information regarding how to interact and communicate with individuals with various types of disabilities.
- Information regarding how to interact and communicate with individuals who use an assistive device or require the assistance of a service animal or a support person.
- Information regarding how to use any assistive device or other equipment or material available at KOLAB PROJECT that may help with the provision of goods and services to individuals with disabilities.
- Instruction on what to do if an individual with a disability is having difficulty accessing KOLAB PROJECT's goods or services.
- Information regarding KOLAB PROJECT's policies, practices and procedures relating to customer service for individuals with disabilities, including this policy.

## **6. Modification of Policy and Questions**

All of our other customer service related policies and practices will be applied with reference to this policy regarding the provision of goods and services to individuals with disabilities. This policy will be updated from time to time to ensure compliance with applicable laws and KOLAB PROJECT's objective of providing high quality service to customers and clients with disabilities. Should you have any questions regarding this policy, please contact your HR team. This policy will be available in accessible formats if requested.