

AODA INTEGRATED ACCESSIBILITY STANDARDS & REGULATIONS

POLICY (Specific Legislative Requirement in the Province of Ontario)

Intent

This policy is intended to meet the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07 and the Integrated Accessibility Standards, Ontario Regulation 191/11 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 Rimkus shall follow the principles of dignity, independence, integration and equal opportunity.

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 coordination, blindness or visual impairment, deafness or hearing impairment, 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 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 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.

The Provision of Goods and Services to Persons with Disabilities

Rimkus 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:

- Allowing clients, including job applicants and employees, 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 clients, including job applicants and employees, 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, including the job applicant's and employee's, disability.

Guide Dogs, Service Animals and Service Dogs

A client, including job applicants and employees, with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public 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), Rimkus 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).

Applicable Laws:

Dog Owners' Liability Act, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pitbulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the client, including job applicants and employees, for reasons relating to his or her disability, Rimkus may request verification from the customer.

Verification may include:

- A letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- A valid identification card signed by the Attorney General of Canada; or,
- A certificate of training from a recognized guide dog or service animal training school.

Care and Control of the Animal:

The client, including job applicants and employees, 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 times.

Allergies:

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Rimkus will make all reasonable efforts to meet the needs of all individuals.

Support Persons

If a client, including job applicants and employees, with a disability is accompanied by a support person, Rimkus will ensure that both persons are allowed to enter the premises together and that the client is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, Rimkus will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the client prior to any conversation where confidential information might be discussed.

Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Rimkus. In the event of any temporary disruptions to facilities or services that

clients, including job applicants and employees, with disabilities rely on to access or use Rimkus'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

When disruptions occur, Rimkus will provide notice by:

- Posting notices in conspicuous places including at the point of disruption, and at the nearest accessible entrance to the service disruption;
- By any other method that may be reasonable under the circumstances.

Training

Training is provided to all employees of Rimkus and covers 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;
- 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 or require the assistance of a guide dog or other service animal or support person;
- Instructions on what to do if a person with a disability is having difficulty accessing our services; and
- Policies procedures, and practices of the company pertaining to providing accessible customer service to customers with disabilities.

Rimkus provides training as soon as practicable. Training is provided to new employees during their orientation and revised training is provided in the event of changes to legislation, procedures, policies, or practices.

Rimkus keeps a record of all training and where required, retraining is provided to ensure compliance with legislation, policies and procedures.

Accommodation

Rimkus will keep a written accommodation plan for employees with disabilities and will keep a Return-to-Work process and plan for any employee away from work due to disability.

Rimkus will consider the accessibility needs of all employees as part of the annual performance appraisal process. For example, Rimkus commits to having performance review documents in accessible formats for employees with disabilities (such as Braille), to openly discussing any requests for job-related accommodations due to a disability, and to providing informal and formal coaching, as needed, in a manner that takes disability into account.

Rimkus will also consider accommodations and individual accommodation plans when making career development and advancement decisions to help an employee with a disability succeed in their new responsibilities.

Feedback Process

Rimkus shall provide clients, including job applicants and employees, with the opportunity to provide feedback on the service provided to clients with disabilities. Information about the feedback process will be readily available to all clients, including job applicants and employees. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Submitting Feedback:

Clients, including job applicants and employees, can submit feedback to:

- **In Person:** At any Rimkus office location
- **By Phone:** 905-607-7244 (ask for Human Resources)
- **By Mail:** 2121 Argentia Road, 4th Floor, Mississauga, Ontario L5N 2X4 (ATTN: HR Dept)
- **By Email:** canadahr@rimkus.com

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