



# Rahn Plastics Accessibility Policy for Customer Service



## Guidelines for Delivering Accessible Customer Service at Rahn Plastics



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## 1.0 Accessible Customer Service at Rahn Plastics

The purpose of this policy is to communicate Rahn Plastics' commitment to excellence in serving all customers and members of the public including people with disabilities. Customer service is everyone's responsibility and all Rahn Plastics staff, when interacting with people with disabilities, will provide the same high level of courteous customer service which respects individual dignity and independence.

### 1.1 Provincial Accessibility Standards

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) was passed by the Ontario legislature with the goal of creating standards to improve accessibility across the province in five areas:

- Customer Service
- Information and Communication
- Transportation
- Employment
- Built Environment

The *Accessibility Standards for Customer Service, Ontario Regulation 429/07* (the "customer service standard") is the first of the five standards and is a significant step toward the overarching goal of a barrier-free Ontario for people with disabilities. Rahn Plastics is committed to complying with the customer service standard.

This policy has been prepared to outline what Rahn Plastics is doing to comply with the customer service standard and to describe what our customers can expect from us. The policy is intended to benefit the full range of people with disabilities. Whether someone has a disability that is apparent or not, everyone should be treated with courtesy, made to feel welcome, and have their need for accommodation respected whenever they interact with Rahn Plastics.

The key requirements of the *Accessibility Standards for Customer Service* are as follows:

- Establish policies, practices and procedures on providing goods or services to people with disabilities.
- Make reasonable efforts to ensure that policies, practices and procedures are consistent with the principles of independence, dignity, integration and equality of opportunity.
- Set a policy on the use of assistive devices to access goods or services.
- Communicate with a person with a disability in a manner that takes into account their disability.
- Let people with disabilities bring their service animals and/or support persons onto the parts of the premises open to the public or other third parties, except where the animal is otherwise excluded by law from the premises.



- Provide notice when facilities or services that people with disabilities usually use to access goods or services are temporarily disrupted.
- Train anyone who interacts with the public or other third parties on the provider's behalf on topics outlined in the customer service standard.
- Establish a process for receiving and responding to feedback about the way the organization provides goods or services to people with disabilities, including the actions to be taken if a complaint is received, and make information about the process readily available to the public.

## 2.0 Definitions

### 2.1 Accessible Customer Service

Accessible customer service ensures that individuals with disabilities are treated in a manner which:

- Respects their dignity and independence
- Is sensitive to individual needs
- Is responsive
- Allow persons with disabilities to be treated in a similar way as other customers
- Ensures persons with disabilities are provided an equal opportunity to use and obtain Rahn Plastics goods and services
- Is prompt, courteous and helpful

### 2.2 Assistive Device

Assistive devices means technical aids, communication devices, or medical aids modified or customized that are used to increase, maintain or improve how a person with a disability can function. An assistive device may be as simple as a pen and paper used to assist a person to communicate. Other examples may include, but are not limited to, wheelchairs, walkers, white canes used by people who are blind or have low vision, note taking devices, portable magnifiers, recording machines, assistive listening devices, personal oxygen tanks and devices for grasping.

### 2.3 Disability

Disabilities come in many different forms, some are obvious and some are not. Disabilities may be short or long term.

A 'Disability' as defined by the AODA includes:



- 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 a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- A mental disorder
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

## 2.4 Dignity

Dignity means service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people.

## 2.5 Equal Opportunity

Equal Opportunity means service is provided to a person with a disability in such a way that they can access goods and services equal to that given of others.

## 2.6 Guide Dog

A guide dog means a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations (*Blind Persons' Rights Act, R.S.O. 1990*).

## 2.7 Independence

Independence means when a person with a disability is allowed to do things on their own without unnecessary help or interference from others.



## 2.8 Service Animal

An animal is a service animal for a person with a disability if it is obvious that the animal is used by the person for reasons relating to help with his or her disability; or if the person provides a letter from a doctor or nurse that says that the person needs the animal to help with his or her disability (*Accessibility for Ontarians with Disabilities Act, 2005, Ontario Regulation 429/07, Accessibility Standards for Customer Service*).

## 2.9 Support Person

A support person means another person that goes with a person with a disability to help with communication, mobility, personal care or medical needs or to get goods or services (*Accessibility for Ontarians with Disabilities Act, 2005, Ontario Regulation 429/07, Accessibility Standards for Customer Service*).

## 2.10 Temporary Disruption

A temporary disruption means a short term planned or unplanned disruption to facilities or services that people with disabilities usually use to get goods and services.

## 3.0 Training Staff

Rahn Plastics will ensure all staff who interact with the public on its behalf receive training about the provision of goods and services to individuals with disabilities. New staff will receive training as part of their orientation package.

Training will include the following:

- A review of the purposes of AODA and the requirements of the customer service standard
- Information regarding how to interact and communicate with people with disabilities
- Information regarding how to interact with those using an assistive device or who require the assistance of a service animal or support person
- Information regarding the use of any equipment or device available at Rahn which may assist with the provision of goods or services to people with disabilities.

Training will be done via PowerPoint presentation.

## 4.0 Assistive Devices

Rahn Plastics is committed to servicing people with disabilities who use assistive devices to obtain or use our goods and services. Staff will be familiar with the use of any assistive devices available for customers. Rahn will remove potential barriers to the use of assistive devices where possible.



## **5.0 Use of Service Animals and Support Persons**

Rahn is committed to servicing people with disabilities who are accompanied by a service animal or support person to the parts of our facility that is open to the public.

## **6.0 Communication**

Rahn staff will communicate with people with disabilities in a manner that takes into account their disability. Always ask "How can I help you?"

### **6.1 Telephone**

Rahn Plastics is committed to providing accessible telephone services to our customers. Staff will communicate with all customers over the telephone in clear and plain language and will speak slowly as required. If telephone communication is not appropriate for the individual we will offer to communicate electronically or in writing.

## **7.0 Feedback Process**

It is the ultimate goal of Rahn Plastics to meet customer expectations while serving customers with disabilities. Customers will be informed that feedback is welcome in person, in writing, by phone or electronically. All feedback will be reviewed for actions that can be taken to improve our accessible customer service. All personal information will be held in confidence. Concerns and suggestions requiring a response will be addressed immediately where possible.

## **8.0 Notice of Temporary Disruptions**

Rahn will provide customers with notice in the event of a planned or unplanned disruption to any facilities or services used by people with disabilities. The notice will include the reason for the disruption, its duration and a description of alternate facilities or services if available.

## **9.0 Modifications to this or other policies**

Any policy of Rahn Plastics that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.



## Employee Acknowledgement

**Name:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**By signing the above acknowledgment, I hereby confirm my review, understanding and acceptance of the Rahn Plastics Accessibility Policy for Customer Service.**

**Copy to Employee File**