

Accessible Customer Service Policy (AODA)

It is the policy of Inscape to comply with all the relevant and applicable provisions of the AODA (Accessibility of Ontarians Disability Act). We are committed to ensuring equal access and participation for people with disabilities. Inscape will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of a person's physical or mental disability.

Inscape believes in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

1.1 Intent

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

1.2 Scope

This policy applies to the provision of goods and services at any/all premises owned and operated by Inscape.

This policy applies to all Inscape employees, volunteers, contractors, service providers and guests who deal with the public or other third parties that act on behalf of Inscape, including when the provision of goods and services occurs off the premise such as: delivery services, vendors, drivers, catering, the field and third party marketing or other agencies.

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 Inscape.

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

1.3 General Principles

In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, this policy addresses the following:

- The Provision of Goods and Services to Persons with Disabilities;
- The Use of Assistive Devices
- The Use of Guide Dogs, Service Animals and Service Dogs
- The Use of Support Persons
- Notice of Service Disruptions
- Customer Feedback
- Employment

1.4 The Provision of Goods and Services to Persons with Disabilities

Inscape 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

1.5 Assistive Devices

Customer's own assistive device(s):

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

Assistive Devices Provided by Inscape:

The following assistive devices are available upon request to assist customers in accessing our premises:

- Wheelchairs

1.6 Guide Dogs, Service Animals and Service Dogs

A customer 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.

Food Service Areas:

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

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Inscape 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 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 times.

Allergies:

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

1.7 Support Persons

If a customer with a disability is accompanied by a support person, Inscape will ensure that both persons are allowed to enter the premises together and that 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.

1.8 Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Inscape. In the event of any temporary disruptions to facilities or services that customer's with disabilities rely on to access or use Inscape'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, Inscape will provide notice by:

- Posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Inscape website;
- Contacting customers with appointments;
- Verbally notifying customers when they are making an appointment; or
- By any other method that may be reasonable under the circumstances.

1.9 Feedback Process

Inscape shall provide on request, customers with the opportunity to provide feedback on the goods, services and facilities provided to customers with disabilities. Information about the feedback process will be readily available in an accessible format to all customers and notice of the process will be made available by Feedback forms at the Reception area. Alternate methods of providing feedback will be available upon request in a manner that takes into consideration their disability, such as verbally (in person or by telephone) or written (hand written, delivered, website or email).

Submitting Feedback:

Customers who wish to provide feedback can do so by completing a customer feedback form and submitting this form in person or via email to:

Bonnie Weston, Switchboard, Administrative Assistant
905-836-7676
67 Toll Rd, Holland Landing, Ontario, L9N 1H2
bweston@inscapesolutions.com

Alternate methods of submitting feedback will be available on request, in an accessible format or with communication supports to people with disabilities, in a manner that takes into consideration their disability.

Customers who wish to provide their feedback in person or would like to discuss their complaint further will be directed to the Human Resources Department.

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

1.10 Employment

Inscape will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

1.11 Training

Training will be provided to: all employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Inscape for example: salespersons, drivers, vendors, event operators, call centers and third party marketing agents; and, those who are involved in the development and approval of customer service policies, practices and procedures.

Training Provisions

As reflected in Ontario Regulation 429/07, 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 Accessibility Standards for Customer Service, Ontario Regulation 429/07.
- 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.
- Inscape's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule

Inscape will provide training as soon as practicable. Training will be provided to new employees, volunteers, contractor who deal with the public or act on our behalf during orientation. Revised training will be provided in the event of changes to legislation, procedures and/or practices. As part of the terms of any contractor agreement, Inscape will require the contractor to provide confirmation of compliance with AODA requirements.

Record of Training

Inscape will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

1.12 Notice of Availability and Format of Documents

Inscape 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. Notification will be given by posting the information in a conspicuous place owned and operated by Inscape, as well as Inscape's website and/or any other reasonable method.

1.13 Administration

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

Katie Faulkner, Human Resources Coordinator
905-836-7676 extension 3358
67 Toll Rd,
Holland Landing, Ontario
L9N 1H2
kfaulkner@inscapesolutions.com

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