

## POLICY MANUAL



**SECTION:** Human Resources  
**SUBJECT:** AODA Customer Service Policy  
**APPROVED BY:** Director, Human Resources

**INDEX:** HR-A-10  
**Effective Date:** June 2016  
**Replaces Date:** May 8, 2015

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### **PURPOSE:**

The Accessibility for Ontarians with Disabilities Act (AODA), 2005 is legislation that mandates how businesses and organizations provide accessible customer service to community members with disabilities with compliance and full accessibility by 2025.

### **SCOPE:**

This policy applies to all employees.

### **POLICY:**

HORIZON PLASTICS INTERNATIONAL is committed to excellence in serving all customers including people with disabilities.

#### **Assistive Devices:**

We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

#### **Communication:**

We will communicate with people with disabilities in ways that take into account their disability.

#### **Service Animals:**

We welcome people with disabilities and their service animals. Service animals are allowed on all parts of our premises that are open to the public, except where prohibited by law.

#### **Support Persons:**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons.

We will notify customers of this through a notice posted on our premises and on our website.

#### **Notice of Disruption:**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, HORIZON PLASTICS INTERNATIONAL will notify customers promptly. The clearly posted notice will include information about the reason for disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be posted in the receiving entrance and at front reception so that it is easily found.

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### Training for Staff:

HORIZON PLASTICS INTERNATIONAL will provide training to all employees and volunteers who may deal with the public on their behalf.

Training will be provided to newly hired Horizon Plastics employees during their initial orientation. Staff will also be trained when changes are made to the policy and will be provided with refresher training as required.

Training records will be kept indicating the number of employees trained and the date training was provided.

### Where applicable, Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- HORIZON PLASTICS INTERNATIONAL's policy related to the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use the assistive devices (e.g. wheelchair lifts, TTY, etc.) available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing HORIZON PLASTICS INTERNATIONAL's goods and services.

### Feedback Process:

We encourage our customers who wish to provide any feedback to HORIZON PLASTICS INTERNATIONAL on this policy to contact Human Resources at (905) 372-2291 or via email to [AODA.coordinator@HorizonPlastics.com](mailto:AODA.coordinator@HorizonPlastics.com)

Any feedback provided will be kept on file by the Human Resources Department.

### FORMS:



AODA Customer  
Feedback Form.docx  
Customer Service Feedback Form