

## Lenworth Customer Service Accessibility Standard 2023

### Statement of Organizational Commitment

Lenworth Building Services Limited is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe 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 meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

Lenworth is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Lenworth understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Lenworth is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

*Persons with Disabilities* – Any person that has a disability as defined under the Ontario Human Rights Code (e.g. Person with a visual impairment, person with a hearing impairment etc.).

*Service Animals* – Animals specifically trained to assist a person with a disability.

*Support Persons* – Any person that accompanies and assists a person with a disability.

*Service Animals* - Service animals will be allowed access to our premises, except in areas where otherwise prohibited by law (e.g. warehouse).

Where service animals are not clearly identified, a staff member will ask the owner to provide appropriate documentation.

### **Assistive Devices**

People with disabilities may use their personal devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

All premises are accessible, and allow the use of assistive devices, including but not limited to:

- Wheelchairs
- Walkers/White Canes

- Note taking devices
- Portable magnifiers
- Recording machines
- Assistive listening devices
- Personal oxygen tanks
- Devices for grasping

### **Support Persons**

Unless there is a genuine safety concern, support persons shall be allowed to accompany the customer at all times. If confidential information needs to be shared, consent will be obtained from the customer, prior to any conversation.

A person with a disability who is accompanied by a support person will be allowed to have the person accompany them on our premises.

In certain cases, this organization might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, this organization name will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

### **Feedback Process**

Lenworth Building Services welcomes feedback on how we provide customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

- Verbally
- Over the phone
- Through email
- Through the company website

Lenworth Building Services shall provide customers with the opportunity to provide feedback on the service provided to them. Feedback forms along with alternative methods of providing feedback such as, verbally, over the phone, through email will be available upon request.

Lenworth Building Services ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

All feedback, including complaints will be handled by the Head of Human Resources, customers will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted within 10 business days.

### **Notice of Disruptions in Service**

Lenworth Building Services, notifies the public that documents related to accessible customer service are available upon request by posting a notice in the following locations:

- Employee/customer entrances
- At the point of disruption
- On the company website

Lenworth Building Services will provide as much advance notice as possible regarding any planned or unplanned disruption in service, or availability of accessible products/services.

Where possible, we will make every effort to provide notice to customers over the phone, and on our website.

### **Communication**

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications."

We will work with the person with disabilities to determine what method of communication works for them.

### **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario

- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

### Training

We are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services, or facilities on behalf of the organization
- c) every person in respect of any changes to the policies
- d) our employees and volunteers on accessibility as it relates to their specific roles.

Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- 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 equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

All new hires are required to participate in this mandatory training as part of their new hire orientation.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided. The training provided will include best practices for interactions with customers with a disability.

### Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection

process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment. We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

## **Responsibilities**

Human Resources Department:

The Human Resources Department shall:

1. Review this policy on an annual basis, and revise where necessary.
2. Provide customers and interested parties with a copy of this policy upon request.
3. Make this policy available in alternate formats upon request.
4. Ensure that all appropriate staff members are trained regarding the Customer Service Accessibility Act within the first thirty (30) days of employment as part of the onboarding process.
5. Ensure that notice is provided for any disruption of service.
6. Collect and follow up on all customer feedback.

## **Employees**

All applicable staff will be required to:

1. Attend and complete the Customer Service Accessibility Training.

2. Provide consistently high levels of customer service to all customers, and ensure that they are served in a manner that allows access to all products and services offered.
3. Employ the skills and knowledge presented in the customer service accessibility training program to ensure that customers are served appropriately.
4. Inform management of any issues regarding accessibility, or disruptions in service.
5. Adhere to the Customer Service Accessibility Policy at all times.
6. Provide assistance to customers where necessary and ensure that all walkways are kept clear at all times.
7. Obtain consent from the customer in the event that confidential information must be shared with a support person.