



Policy:	Accessibility for Ontarians with Disabilities Act (AODA)
Policy Number:	POLI HR-003
Effective Date:	October 1, 2017
Policy Owner:	HR Department

1 POLICY

1.01 TESC Contracting Company Ltd. is committed to excellence in serving all customers including people with disabilities.

2 SCOPE

2.01 This policy applies to all employees and volunteers.

3 PROCEDURE

3.01 TESC has a strong belief of providing excellent customer service to all current and potential customers from each and every employee, and is committed to continuous improvement in doing so, keeping in mind independence, dignity, integration and equality of opportunity.

3.02 **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 and services.

3.03 **Communication**

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

3.04 **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. It is the responsibility of the person with the service animal to control the animal at all times.

3.05 **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.

3.06 **Notice of Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, TESC will notify customers promptly. A notice will be clearly posted and will include information about the reason for disruption, its anticipated length of time, and a description of alternative facilities or services, if available. Notice will be posted at reception to ensure easy visibility.

3.07 **Barriers**

TESC will continually be mindful of, and work to eliminate, all types of barriers. When looking for barriers, TESC will keep in mind that disabilities can be invisible and may include mental illnesses, developmental disabilities, learning disabilities, colour blindness, etc. Barriers may include attitudinal, information and communication, systemic, physical and architectural and technological.

3.08 **Training for Staff**

TESC will provide access to training to all employees, volunteers and others who deal with the public on their behalf.

Training will be provided at <http://www.accessforward.ca/> which meets the training requirements under Ontario's accessibility laws (AODA), developed in partnership with the Government of Ontario. Training will also be provided at <http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda> on the Human Rights Code as it relates to persons with disabilities.

Standard training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard.
- General Requirements Standard
- The Human Rights Code as it pertains to persons with disabilities.
- 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.
- What to do if a person with a disability is having difficulty in accessing TESC goods and services
- TESC Accessibility Policy, Procedures and AODA Multi-Year Accessibility Plan.

Position-specific training will be communicated by the HR department and may include:

- Information and Communications Standard
- Employment Standard

Training will be provided on any amendments to TESC policies on an ongoing basis. Training records will be kept indicating the number of employees trained and the date training was provided.

3.09 **Feedback Process**

We encourage our customers who wish to provide any feedback to TESC on this policy to fill out the Customer Service Feedback Form and either:

- Return to our reception desk at 874 Lapointe Street, Sudbury, ON, P3A 5N8
- Mail to our main office at 874 Lapointe Street, Sudbury, ON, P3A 5N8
- Email to the Human Resources Department at lindsee.macdonald@tesc.com
- Simply phone the main office at 705-566-5702

All feedback will be directed to our Human Resources Department. Customers can expect to hear back within 4 business days.

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

4 REFERENCES

- 4.01 AODA Multi-Year Accessibility Plan



5 FORMS

5.01 Customer Service Feedback Form

6 ACCEPTANCE

I understand and agree to the terms and conditions in the policy.

Employee Name: _____

Employee Signature: _____ Date: _____

FG/SBU Manager Name: _____

FG/SBU Manager Signature: _____ Date: _____