



CUSTOMER SERVICE STANDARD POLICY

1. Accessibility of Services

Section	Plan
Communication methods and availability of services	<p>STATUS: completed/in progress</p> <p>No further action to take.</p> <p>The availability of accessible services is communicated as appropriate.</p>
Assistive Devices, Service Animals and Support Persons; permitted to use and we will remove barriers	<p>STATUS: completed/in progress</p> <p>No further action to take.</p> <p>If/when an accessibility barrier is identified then appropriate steps shall be taken to remove the barrier.</p>
Notice of Temporary Service Disruptions; posting notices when accessibility disruption	<p>STATUS: completed/in progress</p> <p>No further action to take.</p> <p>If/when there is accessibility disruption, appropriate notices are posted with relevant information.</p>
Registration, Training and Testing;	<p>STATUS: completed/in progress</p> <ul style="list-style-type: none"> • Candidate registration - completed • Candidate assignment agreements - completed • Candidate training/testing - completed • Candidate background verifications - completed • Candidate access to website – applicant profile <p>Access to the above are available soft copy (via personal or in-branch computer), hard copy (printed form as requested), in-branch on company computer or at home on personal computer.</p> <p>If accessing via computer then ability to enhance or modify font size, etc. shall be available. In the event it is not, the company shall take appropriate steps to make accessible.</p> <p><u>Company website:</u> The applicant profile located on the company website shall be modified within the WCAG 2.0 Level AA requirements by the December 31, 2020.</p>

2. Feedback, Complaints and Investigation

The opportunity to provide feedback and the response therein.	<p>STATUS: completed/in progress</p> <p>No further action to take.</p> <p>The company shall respond accordingly to feedback on our accessible services. If there is a barrier identified, then the company shall take appropriate and reasonable efforts to correct.</p>
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INTEGRATED ACCESSIBILITY STANDARD POLICY

1. Information and Communication Standards

Section

Plan

Accessible communication methods and/or explanations, providing feedback and compliance with WCAG requirements

STATUS: completed/in progress

The availability of accessible services is communicated as appropriate.

The company shall respond accordingly to feedback on our accessible services. If there is a barrier identified, then the company shall take appropriate and reasonable efforts to correct.

The company's website(s) will undergo the required analysis to determine the level of compliance as stated in the regulation for WCAG. Upon completion of the analysis, the required parties/departments, such as, Communications, IT Development and other third-party website consultants, shall prepare and action a plan to recreate or modify the website(s) to be fully compliant by the deadline of December 31, 2020.

2. Employment Standards

Accommodating employees with disabilities as per human rights legislation, advising of policies and procedures and the availability of support, providing formats and supports the employee would need to perform the job, developing individual accommodation plans as required (including upon return to work) requesting disclosure from new (and existing) employees and developing custom evacuation plans as required.

STATUS: completed/in progress

The company's policies are consistent with the definitions of disability in the Ontario Human Rights Code.

The policies are posted in an accessible location, both in branch and online. Various formats are available; in hard copy should there be a request, and, online whereby the ability to enhance or modify font size, should be an option.

If/when an accessibility barrier is identified then appropriate steps shall be taken to remove the barrier.

Individual accommodation plans and evacuation plans are developed as required. A further enhancement shall be taken by the HR team by end of 2019, and then on a recurring schedule, to collect and update employee details for accommodation/evacuation purposes. These details will be trained, oriented and posted appropriately for our on-site First Aiders, Fire Wardens and Fire Marshal and the employee's manager. This plan is in progress.

New employee are asked to disclose accessibility requirements in their HR forms; those details are posted/made available as per above. The employee, together with HR will review and then collaborate on the plans required, if at all.

3. Transportation Standards

N/A

N/A

4. Design of Public Spaces

N/A

N/A