

AODA (IASR) Customer Service Policy

 STANDARD OPERATING PROCEDURE	Document Type: ADMIN	Approval Date: Jan 3, 2017
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Document Title: AODA (IASR) Customer Service Policy		

1. Purpose

The Integrated Accessibility Standards under the Accessibility for Ontarians Act establishes standards to address barriers that persons with disabilities face in the areas of information and communication, employment and transportation but does not replace the requirements of the Ontario Human Rights Code.

Hartmann North America strives at all times to provide our products and services in a way that respects the dignity, independence, integrity and equal opportunity of people with disabilities. HNA remains committed to giving people with disabilities the same opportunity to access our products and services in a similar way as other customers.

The purpose of this policy is to ensure that Hartmann North America complies with all applicable legislation - Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act 2005.

2. Scope

- A. This Policy Applies to the provision of goods and services at premises owned and operated by Hartmann North America.
- B. This policy applies to employees, agents or contractors who deal with the public or other 3rd parties that act on behalf of Hartmann North America including when the provision of goods and services occurs off the premises of Hartmann North America such as in: delivery services, call centres, drivers, caterers and 3rd party marketing agencies.
- C. The section of this Policy that addresses the use of guide dogs, service animals and service dog's only applies to the provision of goods and services that take place at the premises owned and operated by Hartmann North America.
- D. This policy also applies to all persons who participate in the development of Hartmann's policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

3. Responsibilities

Implementation and Coordination of this Policy is the responsibility of the Plant Manager, Senior Manager Supply Chain and the Document Control Coordinator.

4. Procedure

Definitions

Assistive Device is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheel chair, walker or a personal oxygen tank that might assist in hearing, seeing, moving, breathing, remembering and/or reading.

Disability the term disability as defined by the Accessibility for Ontarians with Disability Act 2005 and the Ontario Human Rights Code refers to:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or

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illness and without limiting the foregoing includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheel chair or other remedial appliance or device;

- A condition of mental impairment or developmental disability
- A learning disability or dysfunction in one or more of the processes involved in understanding or the using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established by the Workplace Safety Insurance Act 1997.

Guide Dog is a highly trained-working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Person's Right Act to provide mobility, safety and increased independence for people who are blind.

Service Animal an animal is a service animal for a person with a disability if:

1. The animal can be readily identified as one being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness; or
2. If the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - A Member of the College of Chiropractors of Ontario
 - A Member of the College of Chiropractors of Ontario
 - A Member of the College of Nurses of Ontario

- A Member of the College of Occupational Therapists of Ontario
- A Member of the College of Optometrists of Ontario
- A Member of the College of Physicians and Surgeons of Ontario
- A Member of the College of Physiotherapists of Ontario
- A Member of the College of Psychologists of Ontario; or
- A Member of the College of Registered Psychotherapists and Registered Mental Help Therapists of Ontario.

Service Dog as reflected in *Health Protection and Promotion Act, Ontario 562* a dog other than a guide dog for the blind is a service dog if;

- It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
- The person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person a support person means in relation to a person with a Disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

Guidelines

In accordance with Customer Service Standards 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
- Training
- Notice of Availability and Format of Required Documents

Providing Product and Services to People with Disabilities

Hartmann North America 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 all customers receive the same value and quality
- Allowing customers with disabilities to do things in their own way, at their own pace when accessing goods and services as long as long as this does not present a safety risk.
- Use alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in the same manner
- Taking into account the individual needs when providing goods and services ; and
- Communicating in a manner that takes into account the customer's disability.

Use of Assistive Devices

Customer's Own Assistive Device(s)

Persons with Disabilities may use their own assistive devices as required when accessing goods of services provided by Hartmann North America.

In cases where assistive devices presents a safety concern or where accessibility might be an issue other reasonable measures will be used to ensure the access to goods and services. For example: open flames and oxygen cannot be near one another. The accommodation of a customer with oxygen may involve ensuring the customer in in a location that would be considered safe for both the customer and the business. Where elevators are not present and where an individual requires assistive

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devices for the purpose of mobility, service will be provided in a location that meets the needs of the customer.

Communication We will communicate with people with disabilities in a way that takes into account their disability (ies) and train staff who communicate with customers on how to interact with various types of disabilities.

Telephone Services We are committed to providing fully accessible telephone service to our customers. We will train our staff to communicate with customers over the phone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by email if telephone services are not suitable to their communication needs or is not available.

Assistive Devices We are committed to serving people with disabilities who require assistive devices to obtain, use or benefit from our product and services. We will ensure our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing Hartmann products and services.

Billing We are committed to providing accessible invoices to all of our customers. For this reason invoices may be requested in hard copy, large print or email.

Guide Dogs, Service Animals and Service Dogs

The customer who is accompanied by the guide dog, service dog and/or service animal will be allowed access to food service areas that are open to the public unless excluded by law. "No pet" Policies do not apply to guide dogs, service animals and/or service dogs.

Food Service Areas

A customer with a disability that is accompanied by a guide dog or service dog will be allowed access to food service areas that are open to the public unless excluded by law. Other types of service animals are not permitted into food service areas due to the *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*.

Exclusion Guidelines

If a guide dog, service animal or service dog is excluded by law, Hartmann North America will offer alternative methods to enable the Person with a disability to access food and services when possible – for example securing the animal in a safe location and offering the guidance of an employee.

Applicable Laws

Food Safety and Quality Act 2001, Ontario Regulation 31/05: Animals not intended for slaughter or to be euthanized are not allowed in any area or room of a meat plant. It also makes an exception for service dogs to allow them in those areas of a meat plant where food is served, sold or offered for sale to customers and in those areas that do not contain animals or animal parts and are not used for the receiving, processing, packaging, labelling, shipping, handling or storing of animals or parts of animals.

The *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

Dog Owners' Liability Act, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pit bulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

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, Hartmann North America may request verification from the customer.

Care and Control of the Animal:

The customer who is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

Allergies

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

D. The Use of Support Persons

If a customer with a disability is accompanied by a support person, Hartmann North America 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.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations Hartmann North America will make every reasonable attempt to resolve the issue.

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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.

Admission Fees

Where Hartmann North America requires a support person to accompany a person with a disability, and where the person with a disability has agreed to the accompaniment, Hartmann North America will not charge the support persons any fees or fares

Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Hartmann North America. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use Hartmann North America'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; and
- A description of alternative services or options.

Notification Options

When disruptions occur Hartmann North America 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 Hartmann North America website;
- contacting customers with appointments;
- verbally notifying customers when they are making a reservation or appointment; or
- By any other method that may be reasonable under the circumstances.

F. Customer Feedback

Hartmann North America shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

All feedback will be directed to the Customer Service and Logistics Supervisor. Customers and clients can expect a response within a 2 week period.

Customers can supply feedback to:

- T. Moyer
AODA Customer Service
Mail to: Hartmann North America
58 Frank Street Brantford Ontario
N3T 5T6
- Phone: 1 519 750-7211
- Email:
ttm@hartmann-packaging.com
- Hartmann website
www.hartmann-eggcartons.com

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to any Hartmann North America employee.

Training

Training will be provided to:

- Every person who is an employee of, or a volunteer with, the provider.
- Every person who participates in developing the provider's policies.
- Every other person who provides goods, services or facilities on behalf of the provider.

Training Provisions

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 Customer Service Standards.
- 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.
- Hartmann North America's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

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Training Schedule

Hartmann North America will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractors (insert when such as, during orientation). Revised training will be provided in the event of changes to legislation, procedures, policies, and/or practices.

Record of Training

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

H. Notice of Availability and Format of Documents

Hartmann North America shall notify customers that the documents related to the Customer Service Standards 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 Hartmann North America, the Hartmann North America's website and/or any other reasonable method.

Administration

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

- Attention: Health and Safety Coordinator
- Phone #: 1 519 750-7228
- Mail to: Hartmann North America
58 Frank Street Brantford Ontario
N3T 5T6
- Email:
wjh@hartmann-packaging.com
- Hartmann website
www.hartmann-eggcartons.com

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

5. Safety information:

Not applicable

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6. Related records

Record title	Record owner	Location

7. Reason for change

Revision	Reason for change
0.00	Initial Document
1.00	Update and Review

8. Approval

A signature from one Approval Manager is required for release of this document.

Gerry Lavis	January 3, 2017
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Signature

Approval date

Approval Manager has reviewed and approved this document when signature line is filled in and the approval date is entered.

Revision:

Hard copies of this document are for REFERENCE ONLY and should not be considered the latest revision beyond the date of printing.

Printed Date: 1/9/17