



Accessible Customer Service Policy

Issue date: January 1st, 2012

Purpose:

The purpose of this Customer Service Standard Policy is to fulfill requirements set out in regulation 429/07 of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and to establish a policy for the Ontario offices of Design Group Staffing Inc. (Design Group, The People Bank, Aimco Staffing Solutions, Allen Professional Search, Inteqna, Placement Group) that governs the provision of its goods and services to persons with disabilities.

Definitions:

Accessible refers to the delivery of a good or service that is presented in a manner that is easily understood or appreciated and is easy to get at and/or reached and/or obtained.

Disability means:

- a) Any degree of physical infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of 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 wheelchair or other remedial appliance or device,
- b) A condition of mental impairment or a developmental disability,
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder,
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

Service Animal refers to any animal that has been trained to do work or perform tasks for the benefit of an individual with a disability. The work or service performed by the animal must be directly related to the handler's disability.

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 or medical needs or with access to goods or services.

Organization refers to Design Group Staffing Inc. operating business locations in Ontario as "Design Group", "The People Bank", "Aimco Staffing Solutions", "Allen Professional Search", "Inteqna" and "Placement Group".

Policy Statement:

The organization is committed to providing exceptional and accessible service for our customers. Our services will be provided in a manner that respects the dignity and independence of all customers. The provision of services to persons with disabilities will be integrated whenever possible. Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from the services provided by and on behalf of our organization.

Policy Requirements:

ACCESSIBILITY TRAINING POLICY

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- A review of the organization's Accessible Customer Service policy, practices and procedures



- 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 support person
- What to do if a person with a disability has difficulty accessing the organization's services AND / OR the goods or services at an assignment worksite.
- An emphasis on asking "How can I help?!"

Delivery of training may include any one or more of the following formats:

- In-person delivery such as a classroom setting
- Webinar delivery
- On-line material such as Government of Ontario's Serve-Ability training
- Printed training guide(s)
- Supplemental material and supports such as posters, video clips, guest speakers, publications and other media review as relevant

Training will be provided to:

- All internal employees and volunteers who deal with the public OR have input or signing authority on organizational policies
- All assignment employees who have not previously received Accessible Customer Service training
- Client specific training needs are the responsibility of the customer where an assignment employee is placed

Training will be completed:

- As soon as practicable and on an ongoing basis for all internal employees and volunteers
- Prior to an assignment employee being placed at a client site or within a reasonable and practicable time period following the commencement of an assignment
- Records will be kept on who has received training and when it was received

USE OF ASSISTIVE DEVICES, SERVICE ANIMALS AND SUPPORT PERSONS

Assistive devices

Assistive devices are permitted in all our branches. If a person with a disability uses a mobility assistive device and an elevator is not at the premises then service will be provided in a mutually agreed upon location.

Service animals

Service animals are allowed within areas of our premises that are open to the public.

Support persons

A support person is allowed to accompany a person with a disability on our premises.

NOTICE OF TEMPORARY DISRUPTION

In the event of a disruption to the accessibility of our services the organization will provide notice within a reasonable time frame and address the following:

- Reason for disruption
- Alternative facilities or services
- Expected duration of disruption

Notices of disruption will be provided in at least one of the following three methods:

- Physically posted at the site of the disruption
- On organization's website(s)
- By email or voicemail communications

FEEDBACK PROCESS

Customers can submit feedback via email, in person, via telephone or complete a feedback form found at each office concerning the manner in which the organization provides services to people with disabilities. All feedback will be directed to Sherri Strong, The People Bank, Director of Recruitment, Quality, Health & Safety (sstrong@thepeoplebank.com) / 905-754-3377. All feedback will be addressed according to our organization's regular complaint management procedures.

NOTICE AND FORMAT OF AVAILABILITY OF DOCUMENTS

Upon request, the organization will provide to the public notice of availability of documents required by the Accessibility Standards for Customer Service (O. Reg 429/07). Notice of availability will be provided on our website(s) and through other printed methods.

If the organization is required by the Accessibility for Ontarians with Disabilities Act, 2005, to provide a copy of a document to a person with a disability, the organization will provide information in a format that meets the needs, as agreed upon with the person with the disability.