



## ACCESSIBILITY STANDARDS for CUSTOMER SERVICE

### POLICY STATEMENT

#### COMMITMENT:

The RESTORERS Group Inc. is committed to providing quality building restoration services that are accessible to all authorized persons and to communicating with persons with disabilities that takes into account their disability.

We endeavor to ensure that our Accessibility Policy and related Safe Work Practices and Procedures are consistent with four (4) core principles: dignity, equality of opportunity, integration and independence.

The RESTORERS Group Inc. supports the full inclusion of persons with disabilities as set out in the Canadian Charter of Rights and Freedoms, Ontario Human Rights code, Ontarians with Disabilities Act (ODA), 2001 and the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

‘Accessibility Standards for Customer Service’ Ont. Regulation 429/07 in effect January 1, 2012

It is The RESTORERS Group Inc. policy to maintain a professional work environment that is safe, where everyone is treated with courtesy and their need for accommodation respected.

#### **RELEVANCE:**

The RESTORERS Group Inc. does not provide customer services (on a regular basis) at the head office or warehouse through direct interaction with customers/clients. The security system at the head office and warehouse does not allow non-employee access without prior permission or pre-set appointment.

In the unusual event of a customer/client meeting at the head office then the protocol detailed under section ‘**STANDARD/PROCEDURES/POLICY**’ (the third focus) shall apply.

The RESTORERS Group Inc. provide services at temporary construction sites. These sites restrict access to the public using barriers, posted warning signs and posted alternative directional information. Any person requesting to access the temporary job-site must receive permission from the site Supervisor and shall wear personal protective equipment as directed by the Supervisor (as per OHSA & Regs.)



**STANDARD/PROCEDURES/POLICY:**

**Communication – Notice of temporary disruption – Assistive devices - Support person / Service animal**

**The first focus** of this policy is the Health and Safety of persons with disabilities that are in proximity to the temporary construction job-sites.

Construction job-site supervisors shall post the rules of entry, place proper protection, barriers and warning signs to advise persons with disabilities of the dangers and hazards associated with entering the job-site.

Construction job-site supervisor shall put in place posted notice of temporary measures to compensate for any undue inconvenience caused to the person with disabilities i.e. temporary wheel chair access or signs directing alternative pathway etc.

**The second focus** of this policy to train employees to interact and communicate with people with disabilities in ways that take into account their disabilities.

Any person employed or contracted by The RESTORERS Group Inc. at the temporary construction job-site, who is directly approached by a person with disabilities, shall (with courtesy and understanding) properly direct the person to a safe location which avoids the hazards associated with the site project.

**The third focus** is the protocol for employees to follow when engaged in interaction with persons and/or other employees with disabilities:

- a) Meeting space shall be easily accessible to accommodate the use of assistive devices, support persons and service animals
- b) Offer to read printed material out loud to persons with a vision disability
- c) Meeting space shall be as quiet as possible for persons with hearing disabilities to reduce background noise
- d) Allow persons with speech impairments to finish speaking without interruption
- e) Avoid touching or addressing a service animal
- f) Address the person's service needs by referring to a 'person with a disability' and **not** 'a disabled person'

Ray Parmentier  
President

Jan 08, 19  
Date