



ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY PROVIDING GOODS, SERVICES OR FACILITIES TO PEOPLE WITH DISABILITIES

Watton Employment Services Inc. understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law. Watton Employment Services Inc. is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Watton Employment Services Inc. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Watton Employment Services Inc. is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

PUBLIC SPACES

Watton Employment Services Inc. is committed to removing physical barriers in public spaces and buildings by offering accessible parking and wheelchair access throughout.

ASSISTIVE DEVICES

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities. If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will first endeavour to remove that barrier. If we are not able to remove barriers, we will ask the person how he/she/they can be accommodated and what alternative methods of service would be more accessible to him/her/ them.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

COMMUNICATION

We will communicate with people with disabilities in ways that take into account their disability. This may include the following:

- Voice to text programs
- Case Manager/staff guidance through e-mail or other print-based documents
- Braille business cards
- Braille directory signs and washroom signs

We will work with the person with a disability to determine what method of communication works for them and adapt whenever possible to accommodate the request.

SERVICE ANIMALS

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

A service animal can often be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks. When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- Explain why the animal is excluded
- Discuss with the customer another way of providing goods, services or facilities

SUPPORT PERSONS

A person with a disability may enter premises with a Support Person and have access to the Support Person while on the premises.

Watton Employment Services Inc. may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a disability, or the health or safety of others on the premises.

NOTICE OF TEMPORARY DISRUPTIONS

Watton Employment Services Inc. will notify customers if there is a planned or unexpected disruption of a facility or service. The notice will be posted at the entrance of the applicable premises and on the home page of the Watton Employment Services Inc. website.

The notice will include the following information:

- That a facility or service is unavailable

- The anticipated duration of the disruption
- The reason for the disruption
- Alternative facilities or services, if available

TRAINING

Watton Employment Services Inc. will provide accessible customer service training to:

- All employees and volunteers
- Anyone involved in developing our policies
- Anyone who provides goods, services or facilities to customers on our behalf

Staff will be trained on accessible customer service as soon as practicable after being hired.

Training will include:

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Watton Employment Services Inc.'s policies related to the customer service standard
- 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
- How to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Watton Employment Services Inc.'s goods, services or facilities

Staff will also be trained when changes are made to our accessible customer service policies. Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance the requirements of the Standard.

FEEDBACK PROCEDURE

Watton Employment Services Inc. welcomes and appreciates feedback regarding how it delivers goods and services to persons with disabilities. Feedback can be provided in the following ways:

- In person at any our locations
- By telephone at 1-888-348-8853
- In writing to 9 Elgin Street East, Cobourg, ON, K9A 0A1
- In writing through our Customer Satisfaction forms available in our Resource and Information Centre
- Electronically to newell@watton.ca

- Through our website: www.watton.ca

Where possible, we will respond to complaints within one (1) working day of the date that the complaint is received.

In certain circumstances we may be required to take more action to effectively address the complaint. In such circumstances the customer will receive an acknowledgement that the complaint has been received within one (1) working day and we will respond to the complaint as soon as is practicable thereafter.

Further information regarding our Customer Service Charter for *Your Concerns, Compliments and Complaints* process for receiving and responding to feedback can be found on Watton Employment Services Inc. website at: www.watton.ca.

This Policy, and Customer Service-Related Policies, shall be made available to any member of the public upon request.

Notification of same shall be posted on Watton Employment Services website and at a conspicuous place at each premise to which this Policy applies.

NOTICE OF AVAILABILITY OF DOCUMENTS

Watton Employment Services Inc. will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

MODIFICATIONS TO THIS OR OTHER POLICIES

Any policies of Watton Employment Services Inc. that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

QUESTIONS ABOUT THIS POLICY

For more information about the Policy or for questions regarding Watton Employment Services Inc. Customer Service-Related Policies for accessible customer service please contact:

*Ann Newell, Executive Director
1-888-348-8854, ext. 201
newell@watton.ca*