
**ROBERTSON BUILDING SYSTEMS
POLICY & PROCEDURES**

Subject: Accessible Customer Service Standard Policy Effective: 11/1/12

Introduction

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed by the Ontario legislature with the goal of creating a fully accessible Ontario by 2025.

AODA Section 1:

“Recognizing the history of discrimination against persons with disabilities in Ontario, the purpose of this Act is to benefit all Ontarians by,

(a) developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025; and

(b) providing for the involvement of persons with disabilities, of the Government of Ontario and of representatives of industries and of various sectors of the economy in the development of the accessibility standards.”

One of the five standards developed, and now law, is the Customer Service Standard. This standard details specific requirements for all organizations with one or more employees. Under the Customer Service Standard, all applicable employees, volunteers, board members, contractors and family members, must be trained on the following areas:

1. Establish policies, practices and procedures on providing goods or services to people with disabilities.
2. Use reasonable efforts to ensure that your policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.
3. Set a policy on allowing people to use their own, personal assistive devices to access your goods and use your services and about any other measures your organization offers (assistive devices, services, or methods) to enable them to access your goods and use your services.
4. Communicate with a person with a disability in a manner that takes into account his or her disability.

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5. Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises you own or operate that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, use other measures to provide services to the person with a disability.
6. Permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.
7. Where admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.
8. Provide notice when facilities or services that people with disabilities rely on to access or use your goods or services are temporarily disrupted.
9. Train staff, volunteers, contractors and any other people who interact with the public or other third parties on your behalf on a number of topics as outlined in the customer service standard.
10. Train staff, volunteers, contractors and any other people who are involved in developing your policies, practices and procedures on the provision of goods or services on a number of topics as outlined in the customer service standard.
11. Establish a process for people to provide feedback on how you provide goods or services to people with disabilities and how you will respond to any feedback and take action on any complaints. Make the information about your feedback process readily available to the public.

Commitment

Robertson Building Systems is committed to excellence in serving all customers including persons with disabilities. This commitment means that we provide our goods and services in a way that respects the dignity and independence of persons with disabilities, while at the same time gives them the same opportunity to access our goods and services, in the same place and in a similar way as all other customers.

Policies, Procedures and Practices

As part of our commitment, we have developed policies, procedures and practices around how our goods and services are provided to people with disabilities. These include the following areas:

1. Assistive Devices

Assistive technology is a term used to describe the various forms of devices such as assistive, adaptive, and rehabilitative devices used to assist persons with disabilities. These devices are used to support the needs of the individual person and specific disability by enabling them to perform tasks that they may not have been able to accomplish formerly.

Examples of assistive devices include hearing aids, speech amplification devices, white canes, wheelchairs, screen readers, etc. Ontario employers are not responsible for providing any assistive devices under the Customer Service Standard, but rather, are responsible to ensure all employees are properly trained.

We will ensure that our staff are trained and familiar with various assistive devices, including Bell telephone relay service, that may be used by customers with disabilities while accessing our good and services.

2. Communication

Accessible customer service requires employees to overcome and find ways around different barriers that customers may have. Employers need to ensure that their employees are trained on how to successfully communicate with customers with disabilities to ensure accessible goods and services.

Robertson Building Systems employees will communicate with persons with disabilities in ways that take into account their disabilities.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

3. Service Animals

With certain types of disabilities, an animal may be used as assistive aid rather than a device. These services animals are trained to carry out certain tasks that help people with disabilities. There are three types of assistive animals that have been categorized by the international assistance animal community:

1. Guide Animals: Used to guide the blind
2. Hearing Animals: Used to help signal the hearing impaired

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3. Service Animals: Used to do work for persons with disabilities other than blindness or deafness

Under the Customer Service Standard, service animals must be allowed on parts of the workplace premises (excluding certain areas such as a kitchen). Fines for denying a service animal access in areas for the general public can be up to \$3000 in Ontario.

Robertson Building Systems will welcome people with disabilities and their service animals into our workplace. Service animals are allowed on parts of our premises that are open to the public.

4. Support Persons

Support persons are those that help persons with disabilities perform day to day tasks. Without support, the person may not be able to access your services. All support persons should be welcomed into the workplace.

We welcome people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter our premises with his or her support person. At no time will a person with a disability be prevented from having access to his or her support person while on our premises.

5. Notice of Temporary Disruption

Sometimes accessibility features or services require repair or are just temporarily unavailable (e.g. accessible washroom; ramps; disabled parking; etc). The Customer Service Standard requires employers to communicate this to their customers by posting a notice.

We will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. A clearly posted notice will include information about the reasons for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and reception. More details about Robertson's notice of temporary disruption process are posted on our accessibility webpage at www.robertsonbuildings.com .

6. Training

Under the Customer Service Standard all employees who work with customers or create customer service plans must be trained.

Robertson Building Systems will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf.

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Training will include the following:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005
- The requirements for 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
- How to interact with people who use the assistance of a service animal
- How to interact with people who use the assistance of a support person
- How to use any equipment or devices available at your workplace to assist with providing goods or services to persons with disabilities
- What to do if a person with a disability is having difficulty accessing the organization's goods or services

This training will be provided to staff within two (2) weeks of being hired. After that, updated training will be provided on an ongoing basis whenever changes are made to how our goods and services are provided to people with disabilities.

All training records will be kept on file in Human Resources.

Feedback Process

A process must be established for receiving feedback on how companies will provide service to customers with disabilities, and how companies will respond back and take action on any complaints.

The goal of Robertson Building Systems is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way we provide goods and services to persons with disabilities may be provided in person, by telephone, in writing, or by email.

Feedback may be provided:

1. By Mail to:
Bob Rollason
1343 Sandhill Drive
Ancaster, Ontario, L9G 4V5

Telephone: (905) 304-1111
Fax: (905) 304-2423

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2. By Email to : Human.Resources@RobertsonBuildings.com
3. In Person to: Bob Rollason, General Manager

Customers can expect to hear back within 30 days. Complaints will be addressed according to Robertson Building Systems regular complaint management procedures.

More details about Robertson Building Systems' feedback process can be found on the Robertson web site at www.robertsonbuildings.com .

Availability of Accessible Customer Service Documents:

All of the following Accessible Customer Service documents are available to the public upon request:

- Accessible Customer Service Standard Policy
- Assistive Devices
- Availability of Accessible Customer Service Documents
- Feedback Process
- Notice of Temporary Disruption Process
- Service Animals
- Support Persons

More details about the availability of our Accessible Customer Service Standard Documents are posted on our accessibility webpage at www.robertsonbuildings.com .

Requests for any of these documents can be requested in person, by telephoning (905) 304-1111, in writing or by emailing Teresa.Templeton@RobertsonBuildings.com .

All of our documents are available in accessible formats upon request.

Modifications to This or Other Policies:

We are committed to developing customer service policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities.

Any policy of Robertson Building Systems that does not respect and promote the dignity and independence of people with disabilities will be modified or removed. Policies will be reviewed on a yearly basis.