
Section: Employer Standards
Subject: Customer Service Accessibility Policy
All Employees - Canada & USA

Policy No: P1.19

Willson International Group of Companies (hereinafter referred to as the "Company") is committed to providing its goods and services in ways that respect the dignity and independence of people with disabilities, allowing them to benefit from the same services, in the same places and a similar way as other customers. The Company has adopted this policy in the pursuit of providing consistently high customer service standards for all clients, regardless of race, creed, age, gender, or disability.

All customer service provided by the Company shall follow the ideals of dignity, independence, integration and equal opportunity. We will meet or exceed all applicable legislation [*Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*] regarding the provision of customer service.

Definitions

Persons with Disabilities – As defined by the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, is:

Any degree of physical disability, 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 co-ordination, blindness or visual impediment, 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,

- A condition of mental impairment or a developmental disability,
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder, or
- An injury

Service Animals – Animals specially trained to assist persons with disabilities.

Support Persons – Any person that accompanies and assist persons with disabilities.

Assistive Device - Is a technical aid, communication device, or a medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities.

Barrier – Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

The Company is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication

The Company will communicate with people with disabilities in a way that takes into account their disability. The Company will train employees who communicate with customers on how to interact and communicate with people with various types of disabilities.

The Company will train employees to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. The Company offers to communicate with customers by way

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of email, print, phone or in person if telephone communication is not suitable to their communication needs or is not available.

The Company is committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats; upon request: hard copy, large print, e-mail.

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

Use of Assistive Devices

The Company is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. The Company will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

People with disabilities may use their own personal assistive devices while obtaining services in any premise owned, leased, occupied or operated by the Company. Assistive devices include but are not limited to:

- Wheelchairs, Walkers
- White Canes
- Note taking devices
- Portable magnifiers
- Recording machines
- Assistive listening devices
- Personal oxygen tanks
- Devices for grasping

Service Animals

The Company is committed to welcoming people with disabilities who are accompanied by a service animal on parts of our premises that are open to the public and other third parties. We will also ensure that all employees are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Service animals will be allowed access to our premises. Where service animals are not clearly identified, the employee will ask the owner to provide appropriate documentation.

In the event a staff member is allergic to animals, alternative arrangements will be negotiated.

Support Persons

The Company is welcoming of 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 the premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

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Unless there is a genuine safety concern, support persons shall be allowed to accompany the customer at all times. If confidential information needs to be shared, consent will be obtained from the customer, prior to any conversation.

Where admission fees for the support person are applicable, advance notice of the fee will be made available.

Notice of Disruptions in Service

The Company will provide customers with as much advance notice as is possible in the event of a planned or unexpected disruption in service usually used by people with disabilities. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative services if available.

Service Disruptions will be posted in any one of the following ways; on the company website, thru email distribution, printed and or posted memo's through public entrances.

Feedback Process

The Company shall provide customers with the opportunity to provide feedback on the service provided to them. Our client services team will be accountable for receiving and following up on feedback provided.

Customers who wish to provide feedback on the way the Company provides services to people with disabilities may contact a member of our Client Services Team at **1-800-754-1918** or email us at wecare@willsonintl.com to provide comments and or suggestions. If the customer prefers, they may complete our Customer Service Accessibility Feedback form located at every branch and on our website. All information can be found on our website www.willsonintl.com.

Customers will receive acknowledgement of their feedback within 72 business hours. Any resulting actions based on concerns or complaints that were submitted thru our client service department will be reviewed and actioned accordingly.

Training

All employees will be required to attend and complete all company provided Customer Service Accessibility Training. The training provided will include best practices for interactions with customers with a disability. Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and talk to persons with various types of disabilities
- How to interact with persons with disabilities who have an assistive device or need the help of a service animal or support person.
- What to do if a person with a particular type of disability is having a hard time obtaining our services.
- How to use personal assistive devices

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Notice of Availability of Documents

The Company will make available thru the Company website (www.willsonintl.com) access to the Customer Service Policy and Feedback form thru a direct link. If this format is not conducive to persons with disabilities; alternative formats agreeable to both parties, will be taken in order to account the person's disability.

Responsibilities:

Accessibility Coordinator

The Accessibility Coordinator(s) are appointed by the company and consist of Human Resources and the Client Service Team. Collectively they shall:

1. Review this policy on an annual basis, and revise where necessary.
2. Provide customers and interested parties with a copy of this policy upon request.
3. Make this policy available in alternate formats upon request.
4. Ensure that all staff members are appropriately trained regarding the customer service accessibility act.
5. Ensure that notice is provided for any disruption of service.
6. Collect and follow up on all customer feedback.

Employees

All employees will be required to:

1. Part-take in and complete Customer Service Accessibility Training.
2. Provide consistently high levels of customer service to all customers, and ensure that they are served in a manner that allows access to all products and services offered.
3. Employ the skills and knowledge presented in the customer service accessibility training program to ensure that customers are served appropriately.
4. Inform management of any issues regarding accessibility, or disruptions in service.
5. Adhere to the Customer Service Accessibility Policy at all times.
6. Obtain consent from the customer in the event that confidential information must be shared with a support person.

Modifications to this or other policies

Any policy of the Company that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.