

## **Hunt Personnel Accessibility Policy**

### **Purpose and Application**

The purpose of this Customer Service Standards Policy is to fulfill the requirements set out in regulation 429/07 of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and to establish a policy for Hunt Personnel that governs the provision of its good and services to persons with disabilities. This policy applies to all employees of Hunt Personnel, contracted staff, agents and volunteers.

The Accessibility for Ontarians with Disabilities Act 2005 (“The AODA) is a Provincial Act with the purpose of developing, implementing and mandating accessibility standards in order to achieve accessibility for persons with disabilities, with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

AODA, Ontario Regulation 429/07, entitled “Accessibility Standards for Customer Service” (“the Regulation”) establishes accessibility standards specific to customer service for organizations that provide goods and services to members of the public or other third parties. Under the *Accessibility for Ontarians with Disabilities Act, 2005* all organizations must meet the requirements of accessibility standards established by “The Regulation”.

## Definitions

### **Accessible:**

Accessible means customer service is provided in a manner that is capable of being easily understood or appreciated; obtainable; capable of being reached, or entered.

### **Disability:**

- 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 co-ordination, 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*

### **Guide Dog:**

Guide Dog is a dog trained as a guide for a blind person and having the qualifications prescribed by the Blind Persons' Rights Act R.S.O. 1990, c. B.7, s. 1 (1).

### **Service Animal:**

The Regulation<sup>2</sup> defines a "service animal" as "an animal for a person with disability". In this policy, a service animal is any animal used by a person with a disability for reasons relating to the disability or where the person provides a letter from a physician confirming that they require the animal for reasons relating to their disability; or where the person provides a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

### **Customer:**

The customer is the term used in the AODA Legislation to describe any person who receives goods or services. The primary recipients of Hunt Personnel service are contracted employees, applicants and clients.

### **Alternate Format:**

Alternate format means any other way of publishing information beyond traditional printing.

### **Assistive devices:**

Assistive devices means an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, hearing aids, etc)

## **Policy Statement**

Hunt Personnel is committed to providing exceptional and accessible service for all applicants, contracted employees, clients and other customers. Services will be provided in a manner that respects the *dignity and independence* of all clients. The provision of services to persons with disabilities will be *integrated* wherever possible. Persons with disabilities will be given an opportunity *equal* to that given to others, to obtain, use or benefit from the goods and services provided by and on behalf of Hunt Personnel.

## **Policy Requirements**

### **1) Accessibility Training Policy**

- a. Every person who deals with members of the public or who participates in developing Hunt Personnel's policies, practices and procedures governing the provision of goods and services to the public; including Company staff, contractors, volunteers, agents and others who provide service on behalf of Hunt Personnel will receive training regarding the provision of goods and services to persons with disabilities.
- b. The training will include the following information:
  - i. The purposes of the Accessibility for Ontarians with Disabilities Act,
  - ii. How to interact and communicate with persons with various types of disabilities,
  - iii. How to interact with persons with disabilities who use an assistive device, or require the assistance of a service animal or support person
  - iv. How to use equipment made available by the Company to help people with disabilities to access goods and services
  - v. What to do if a person with a disability is having difficulty accessing services.
- c. Training will be provided to each person according to his or her needs and duties and as soon as is practicable on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods or services to persons with disabilities. A record of the dates on which training is provided and the number of individuals to whom it is provided will be kept.

## 2) Feedback Process

Hunt Personnel accepts feedback from the public in a variety of methods including:

- Phone
- In person
- Fax
- Email
- And, through feedback forms

All feedback is reviewed by the Corporate Directors. Complaints are investigated and follow up is provided to the customer if requested.

## 3) Use of Service Animals and Support Persons

- a. If a person with a disability is accompanied by a guide dog or other service animal, Hunt Personnel will ensure that the person is permitted to enter a Hunt Personnel facility with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law. Where a service animal is excluded by law, Hunt Personnel will ensure that other measures are available to enable the person with a disability to obtain, use and benefit from the Company's goods and services. The service animal must be under the care and control of the individual at all times.
- b. If a person with a disability is accompanied by a support person, Hunt Personnel will ensure that both persons are permitted to enter a Company facility, and that the person with a disability is not prevented from having access to the support person. Hunt Personnel may require a person with a disability to be accompanied by a support person when in a Company facility, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others in the facility. If an amount is payable by a support person for admission, or otherwise, to a premise, Hunt Personnel will ensure notice is given in advance about the amount.

**4) Notice of Temporary Disruptions**

Hunt Personnel shall provide notice of disruption of services to the public.

Any Notice of Disruption will contain the following:

- Reason for the disruption
- Anticipated duration
- Alternative facilities or services

Company staff will provide such notice in at least one of the following three methods:

- Notice physically posted at the site of the disruption
- Notice on Company website
- Notice in local newspaper

**5) Notice of availability of documents**

- a. Hunt Personnel will provide the public notice of the availability of the documents, required by the Accessibility Standards for Customer Service, (O. Reg 429/07) upon request. Notice of availability will be provided through printed methods and in the very near future on the Hunt Personnel website.

**6) Format of documents**

- a. If Hunt Personnel is required, by the Accessibility for Ontarians with Disabilities Act, 2005, to give a copy of a document to a person with a disability, the Company will take into account the person's ability to access the information and will provide the document or information contained in the document in a format that meets those needs as agreed upon with the person.

This policy may be made available in alternate formats upon request.