



AODA – Accessibility Standards For Client Service Policy

Updated: April 20, 2021



Intent

This policy is intended to meet the requirements of the *Accessibility Standards for Client Service* (Ontario Regulation 429/07) under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of services to the public or other third parties, not to the services themselves.

All services provided by Innosphere SDG Ltd. shall follow the principles of dignity, independence, integration and equal opportunity.

Definitions

Assistive device: Is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that clients bring with them, such as a wheelchair, walker, or a personal oxygen tank. A device that might assist in hearing, seeing, communicating, moving, breathing, remembering, or reading.

Disability: The term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- Any degree of physical disability, ailment, 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 or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide dog: Is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service animal: As reflected in Ontario Regulation 429/07, an animal is a service animal for a person with a disability if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service dog: As reflected in *Health Protection and Promotion Act* (Ontario Regulation 562), a dog other than a guide dog for the blind is a service dog if:

- It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
- The person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support person: As reflected in Ontario Regulation 429/07, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs, or access to services.



Guidelines

In accordance with the *Accessibility Standards for Client Service* legislation (Ontario Regulation 429/07), this policy addresses the following:

- A. The Provision of Services to Persons with Disabilities;
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Client Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

A. The Provision of Services to Persons with Disabilities

Innosphere SDG Ltd. will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all clients/clients receive the same value and quality;
- Allowing clients/clients with disabilities to do things in their own ways, at their own pace when accessing services as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that clients/clients with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing services; and
- Communicating in a manner that takes into account the client's disability.

B. The Use of Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing services provided by Innosphere SDG Ltd.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of services. For example, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the client.

C. The Use of Guide Dogs, Service Animals and Service Dogs

A client with a disability who is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals, or service dogs.

Exclusion guidelines

If a guide dog, service animal, or service dog is excluded by law (see applicable laws below), Innosphere will offer alternative methods to enable the person with a disability to access services, when possible. For example, securing the animal in a safe location and offering the guidance of an employee.

Applicable laws

Dog Owners' Liability Act, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pit bulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.



Recognizing a guide dog, service dog, or service animal:

If it is not readily apparent that the animal is being used by the client for reasons relating to his or her disability, Innosphere SDG Ltd. may request verification from him/her.

Verification may include:

- A letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- 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.

Care and control of the animal:

The client who is accompanied by a guide dog, service dog or service animal is responsible for maintaining care and control of the animal at all times.

Allergies

If a health and safety concern presents itself, for example, in the form of a severe allergy to the animal, Innosphere SDG Ltd. will make all reasonable efforts to meet the needs of all individuals.

D. The Use of Support Persons

If a client with a disability is accompanied by a support person, Innosphere will welcome both persons to enter the premises together and ensure that the client is not prevented from having access to the support person.

In situations where confidential information might be discussed, consent will be obtained from the client, prior to any conversation where confidential information might be discussed.

E. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Innosphere SDG Ltd. In the event of any temporary disruptions to facilities or services that clients with disabilities rely on to access or use Innosphere's services, reasonable efforts will be made to provide notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications:

If a notification needs to be communicated, Innosphere will email and/or call the clients affected, with the following information, unless it is not readily available or known:

- Services that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and
- A description of alternative services or options.

F. Client Feedback

Innosphere SDG Ltd. shall provide clients with disabilities the opportunity to provide feedback on the service provided. Information about the feedback process will be readily available to all clients, and notice of the process will be made available by on the company website. Clients who wish to provide feedback either verbally or written (hand written, website or email), can do so as specified below.

Alternate methods of providing feedback will be available upon request.



Clients can submit feedback to:

Attn: Human Resources Administrator
519-766-9726
P.O. Box 180, Station Main, Guelph ON N1H 6J9
info@innosphere.ca

Clients who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

G. Training

Training will be provided to:

- All employees who deal with clients, the public or other third parties who act on behalf of Innosphere SDG Ltd.
- Those who are involved in the development and approval of client service policies, practices, and procedures.

Training provisions

As reflected in Ontario Regulation 429/07, regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Client Service* (Ontario Regulation 429/07).
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - Use assistive devices;
 - Require the assistance of a guide dog, service dog, or other service animal; or
 - Require the use of a support person.
- Instructions on what to do if a person with a disability is having difficulty accessing our services.
- Innosphere's policies, procedures, and practices pertaining to providing accessible customer service to clients with disabilities.

Training schedule

Innosphere will provide training to current employees as soon as practicable. Training will be provided to new employees during orientation. Revised training will be provided in the event of changes to legislation, procedures or practices.

Record of training

Innosphere SDG Ltd. will keep a record of training that includes the dates training was provided and the names of employees who completed the training.

H. Notice of Availability and Format of Documents

Innosphere SDG Ltd. shall notify clients that the documents related to the Accessibility Standard for Client Service are available upon request and in a format that takes into account the client's disability. Notification will be posted on the Company's website.



Administration

Any questions or concerns about this policy or its related procedures can be directed to:

Attn: Human Resources Administrator

519-766-9726

P.O. Box 180, Station Main, Guelph ON N1H 6J9

info@innosphere.ca

This policy and its related procedures will be reviewed yearly and as required in the event of legislative changes or changes to company procedures.