

## **Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Policy**

### **Overview**

DTS Inc. is committed to excellence in serving all customers including persons with disabilities. The purpose of this policy is to ensure that DTS Inc. provides goods and services to persons with disabilities in a manner that is consistent with the principles of dignity, independence, integration and equal opportunity. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), this policy outlines DTS Inc.'s procedures to provide services to persons with disabilities and addresses assistive devices, service animals, support persons, proper communication and training of DTS Inc.'s employees.

### **Applies To:**

All full-time, part-time, contract and temporary employees.

### **Definitions**

**"AODA"** - Accessibility for Ontarians with Disabilities Act. It legislates mandatory accessibility standards and aims to identify, remove and prevent barriers for people with disabilities in key areas of daily living.

**"Accessible Format"** - a format that is accessible to a person with a disability. For example, braille, large print, voice to text, etc.

**"Assistive Device"** - A device that assists a person with a disability in their daily living. For example, a wheelchair, oxygen tank, teletypewriters, etc.

**"Support Person"** - A person who accompanies a person with a disability to assist them in their daily living.

### **Guidelines**

DTS Inc. 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:

### **Communications**

DTS Inc. will provide its services and communicate with members of the public to whom it provides services in a manner that takes into account a person's disability. If a DTS Inc. employee receives a request from a person with a disability for the provision of communications in an accessible format, the employee should make all reasonable efforts to accommodate the request. Should the employee not be able to accommodate the request, the issue must be brought to the attention of the employee's manager for review and resolution.

## **Assistive Devices**

To facilitate accessible interaction with DTS Inc., a person with a disability may use their own assistive device to the extent permitted by law for the purposes of obtaining, using and benefiting from DTS Inc.'s services. It is the responsibility of the person with a disability to ensure that his or her assistive device is always operated in a safe and controlled manner. DTS Inc. will ensure that employees are properly trained and familiar with assistive devices that may be used by persons with disabilities while accessing our services.

## **Service Animals**

DTS Inc. welcomes persons with disabilities who are accompanied by a service animal on the part of its premises that is open to the public and other third parties, to the extent permitted by law. DTS Inc. will also ensure that all employees and others who deal with the public are properly trained in how to interact with persons with disabilities who are accompanied by a service animal.

## **Support Person**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

## **Training for staff**

DTS Inc. will provide training to all employees and others who deal with the public or other third parties on their behalf. This training will be provided as part of the new hire orientation for all new employees in positions interacting with the public. Training will include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- DTS Inc.'s policies, practices and procedures relating 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
- What to do if a person with a disability is having difficulty in accessing DTS Inc.'s services
- Changes to these policies, practices and procedures

## **Feedback process**

The ultimate goal of DTS Inc. 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. In addition, anyone with questions or concerns about the way DTS Inc. provides goods and services to people with disabilities or for specific accommodation requests, please e-mail [kosta@dtsinc.ca](mailto:kosta@dtsinc.ca). A member of the management team will address all feedback, including complaints, within five (5) business days.

## **Non-Compliance**

Employees who not cooperate with the expectations as outlined in this policy and as required by the AODA may face disciplinary action up to and including termination of employment.

## **Responsibilities**

### **Management**

- Ensure employees understand their roles and responsibilities as it pertains to the AODA and serving people with disabilities
- Provide feedback and additional training to employees when questions arise
- Be prompt in responding to accommodation requests, concerns and complaints from clients, customers and the general public
- Take immediate suitable action on non-compliance behaviour

### **Employees**

- Understand your role and responsibilities as it pertains to the AODA
- Ask questions and request additional training for areas that are unclear or as it pertains to an accommodation request from the public
- Be prompt in bringing forward accommodation requests, concerns and complaints from clients, customers and the general public and work with management on identifying solutions as required