



ACCESSIBLE CUSTOMER SERVICE POLICY

Doc No: HR-2.02
Issue Date: Aug. 1, 2017
Revision: 1
Prep By: A. Cerilli
Approved By: J. Crawford

Intent

IRC Building Sciences Group (hereinafter known as “IRC”) is committed to excellence serving all employees and customers, including people with disabilities. IRC will strive to ensure that policies and procedures established with respect to the provisions of its goods and services to persons with disabilities are consistent with the principles of dignity, independence, integration and equal opportunity.

IRC will strive to meet the needs of all customers, including but limited to persons with disabilities, in an effective, timely and respectful manner.

Guidelines

In accordance with the Customer Service standards, this policy addresses the following:

- The Provision of Goods and Services to Persons with Disabilities
- The Use of Assistive Devices
- The Use of Guide Dogs, Service Animals and Service Dogs
- The Use of Support Persons
- Notice of Service Disruptions
- Customer Feedback
- Training
- Notice of Availability and Format of Required Documents

The Provision of Goods and Services to Persons with Disabilities

IRC 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 customers receive the same value and quality
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner
- taking into account individual needs when providing goods and services
- communicating in a manner that takes into account the customer’s disability

The Use of Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by IRC.

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 goods and services.



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Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by a guide dog, service animal or service dog will be allowed to access to premises that are open to the public, unless otherwise excluded by law.

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, IRC may request verification from the customer. The customer who is accompanied by the service animal is responsible for maintaining care and control of the animal at all times.

The Use of Support Persons

If a customer with a disability is accompanied by a support person, IRC will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to their support person.

Notice of Disruption to Service

Service disruptions may occur due to reasons that may or may not be within the control of IRC. Although our offices are not open to the general public, IRC will aim to ensure that clients who have been invited to our premises are made aware of any planned or unexpected disruption to services or facilities for customers with disabilities with as much advance notice as possible.

Customer Feedback

IRC is committed to providing the mechanisms and processes for receiving and responding to customer feedback in ways that are accessible to persons with disabilities. Customers who wish to provide feedback regarding the way IRC provides goods and services to people with disabilities can provide feedback in the following ways:

- **In Person:** *at any IRC Office*
- **Telephone:** *905-607-7244 (ask for Human Resources)*
- **E-Mail:** info@ircgroup.com
- **In Writing:** *to 2121 Argentia Road, Suite 401, Mississauga, Ontario L5N 2X4 (ATTN: Human Resources)*

Customers who provide formal feedback can expect to hear back promptly from IRC and will receive acknowledgement of their feedback as well as any resulting actions that have been taken, if required.

Training

IRC will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on IRC's behalf. Training will also be provided to those involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Training will include:

- an overview of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and the requirements of the Customer Service standard
- IRC's plan related to the Customer Service standard
- how to interact with and communicate with people with various types of disabilities



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- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person
- what to do if a person with a disability is having difficulty accessing IRC's goods and services
- IRC's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities

IRC will provide training to all new employees, volunteers, agents and/or contractors within their first two (2) weeks of work, or as soon as reasonable practical. All current employees will be trained on any revisions in the event of changes to legislation, procedures, policies and/or practices. All employees will be trained on revisions within sixty (60) days of their effective date.

IRC will maintain a record of training that includes training dates and proof of completion.

Notice of Availability

IRC will ensure that our documents related to this policy are posted for public view on our company website and are otherwise made available upon request.