



Effective January 1, 2012 the *Accessibility Standards for Customer Service* (Customer Service Standard) made under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) came into effect in Ontario. Silcotech is pleased to share this policy which demonstrates its commitment to these principles.

## 1. **Purpose and Commitment**

Silcotech is committed to maintaining an accessible environment for persons with disabilities in the delivery of its goods and services. Silcotech will use reasonable efforts to ensure that its policies, practices and procedures governing the provision of its services to persons with disabilities are consistent with the following principles:

- goods and services are provided in a way that respects the dignity and independence of persons with disabilities;
- persons with disabilities are able to benefit from the same services, in the same place and in a similar way as other clients;
- persons with disabilities have opportunities equal to as others to obtain, use and benefit from Silcotech's goods or services.

## 2. **Definitions**

For the purposes of this policy:

**“Disability”** means,

- a) 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,
- 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, or
- 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”** means a dog trained as a guide for a person who is blind or visually impaired.

**“Service animal”** means an animal for a person with disabilities where it is readily apparent that the animal is used by the person for reasons relating to his or her disability or where the person provides a letter from a physician or nurse confirming that the he or she requires the animal for reasons relating to the disability.

**“Support person”** means, in relation to a person with disabilities, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

### 3. **Application of Policy**

This policy applies to Silcotech’s services that are provided externally to the public or third parties.

The policy applies to all employees at Silcotech, agents, volunteers, customers, and visitors to Silcotech. All areas of Silcotech are accountable for providing accessibility to persons with disabilities.

### 4. **Providing Goods and Services to Persons with Disabilities**

Silcotech is committed to excellence in serving all customers, including persons with disabilities, and will carry out its functions and responsibilities by:

- communicating with persons with disabilities in ways that take into account their disability.
- ensuring that persons with disabilities who are accompanied by their guide dog or other service animals are provided with requested information and service. Due to Silcotech’s business requirements, service animals are not permitted inside the plant. Guide dog or other service animals can stay safe at Silcotech’s premises.
- ensuring that persons with disabilities who are accompanied by a support person are permitted to enter Silcotech’s premises with their support person. At no time will persons with disabilities who are accompanied by their support person be prevented from having access to their support person while on Silcotech’s premises.

### 5. **Support Persons**

Person with disabilities may enter Silcotech’s premises with a support person and have access to the support person while on the premises. Silcotech does not charge fees for support persons or if fees are charged for admission to the premises (e.g. special events), Silcotech shall provide notice of the amount in advance.

Silcotech may require persons with disabilities to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health and safety of the person with disabilities or the health or safety of others on the premises.

## **6. Service Animals**

A person with disabilities may be accompanied by a guide dog or other service animal but due to nature of business cannot access manufacturing area. Guide dog or other service animal can stay inside Silcotech's premises. However, Silcotech will provide other resources or supports to enable the person with disabilities to access the services and goods offered by Silcotech.

## **7. Notice of temporary disruption**

Silcotech will notify the public in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notices will be posted at all public entrances and service counters of Silcotech, or communicated by such method as is reasonable in the circumstances.

## **8. Training for staff**

Silcotech will train its staff and other individuals who provide services to the public on Silcotech's behalf on the provision of its goods or services to persons with disabilities.

The training will be provided as soon as practicable after a staff commences his or her duties and will include the following topics:

- the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard;
- how to interact and communicate with persons with various types of disabilities;
- how to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, service animal or a support person;
- how to help with the provision of goods or services to persons with disabilities;
- what to do if a person with a particular type of disability is having difficulty in accessing Silcotech's goods and services;
- Silcotech's - policies, practices and procedures relating to the client service standard.

Silcotech will provide training on an ongoing basis when changes are made to Silcotech's policies, practices and procedures governing the provision of goods or services to persons with disabilities.

## 9. **Feedback process**

Silcotech welcomes any feedback regarding the methods it uses to provide goods and services to persons with disabilities. Individuals may provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email to ckansara@silcotech.ca or on USB or otherwise to **Chetan Kansara/ Health and Safety Coordinator** at 9058579998 Ext 230.

Complaints may be made in writing to the Health and Safety Coordinator which will be reviewed and assessed when received. Where possible, Health and Safety Coordinator will address the issues. If a complaint cannot be addressed, the Health and Safety Coordinator will advise the complainant.

## 10. **Modifications to this or other Policies**

Changes will not be made to this policy unless the impact of the changes on persons with disabilities has been considered.

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

## 11. **Questions about this Policy**

If anyone has a question about the policy, or if the purpose of the policy is not understood, please contact Chetan Kansara / Health and Safety Coordinator at 9058579998 Ext 230.

## 12. **Maintenance of Documents**

Silcotech will maintain documents describing its policies, practices and procedures and, upon request, shall give a copy of a document to any person. The documents will include policies, practices and procedures with respect to the following:

- use of support persons;
- use of guide dogs or service animals;
- the steps to be taken in connection with a temporary disruption;
- the training policy, including a summary of the contents of the training and details of when the training is to be provided;
- records of the training provided under this policy, including the dates on which the training is provided and the number of individuals to whom it is provided;
- the feedback process.

Silcotech will notify persons to whom it provides goods and services of its policies, by posting the information at a conspicuous place on Silcotech's premises, on Silcotech's website or by such method as is reasonable in the circumstances.

When required under this policy to give a copy of a document to a person with disabilities, Silcotech will provide the document or information in a format that takes into account the person's disabilities.

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## ADDENDUM

### **Glossary of Terms**

***Accessibility*** - Accessibility is the degree to which persons with disabilities can access a device, service or environment without barriers. Accessibility is also a process - it is the proactive identification, removal and prevention of barriers to persons with disabilities.

***Accessibility Standards*** – Regulations or rules created under the AODA that provide minimum levels for improving accessibility to meet the goals of the AODA across the province.

***Public Sector Organizations*** – These organizations include the Legislative Assembly, ministries of the provincial government of Ontario and Ontario municipalities. Also included are most boards, commissions, authorities and agencies.

***Personal Assistive Devices*** – Devices that a client may bring with them to a meeting.

***Support Person*** - In relation to a person with disability as another person who accompanies him or her in order to assist with communication, mobility, personal care or medical needs or with access to goods or services

***Goods and Services*** - Goods are tangibles things (e.g. laptop), while services are things that someone does for you but are not tangible (e.g. legal advice).

***Annual Accessibility Report*** - A report that a person or organization must file if an accessibility standard applies to the person or organization.