



## **AODA Customer Service Policy and Procedures**

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### **Intent**

This policy is intended to outline the responsibilities of employees and others who deal with the public or other third parties on behalf of Metric Contracting Services Corporation or Metric Utilities Limited (Metric) in providing goods and services to people with disabilities in compliance with Accessibility for Ontarians with Disabilities Act, 2005. This will demonstrate our commitment to provide all goods and services in a manner that respects the dignity, independence, integration and equal opportunity of those with disabilities.

### **Scope**

This policy applies to all employees and others who deal with the public or other third parties on Metric's behalf.

### **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 and may include devices such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and 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, 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;
- 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 to provide mobility, safety and

increased independence for people who are blind.

**Service Animal** –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** –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** –accompanies a person with a disability in order to help them with communication, mobility, personal care, medical needs or access to goods and services.

## **Policy**

### **Our Commitment**

Metric is committed to providing its goods and services in a way that respects the dignity, and independence of people with disabilities. We will also strive to provide full integration and equal opportunity to access our goods and services by allowing those with disabilities to benefit from the same services, in the same place and in similar ways as other customers.

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

Metric will make every reasonable effort to ensure that our 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; and
- communicating in a manner that takes into account the customer's disability.

#### **1.1. Communication**

We communicate with people with disabilities in a ways that take in to account their disability. We provide training to all staff members who communicate with customers on how to interact and communicate with people with various types of disabilities.

#### **1.2. Telephone**

We train staff to communicate with customers over the phone in clear and plain language and to speak clearly and slowly.

### **1.3. Website**

We are committed to providing an accessible website in HTML format allowing for accessibility-supported content that can be accessed using the accessibility options provided by, but not limited to, internet browsers and operating systems accessed and used by persons with disabilities. We will ensure that all staff who develop and or administer the website, are trained in the accessibility requirements as stated under WCAG 2.0 AA.

### **1.4. Forms**

We are committed to providing forms in accessible formats to all of our customers. Forms including applications, invoices, etc. will be provided in alternate format upon request. We will be available to answer any questions customers may have about the content of the forms in person, by telephone or email.

### **1.5. Assistive Devices**

Metric is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods or services. Persons with assistive devices will be permitted to use their own devices as required when accessing goods or services provided by Metric. We will ensure our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

### **1.6. Use of Service Animals**

We are committed to welcoming people with disabilities who are accompanied by a service animal access to our premises that are open to the public and other third parties. We will ensure that all staff and others dealing with the public are trained in how to interact with people with disabilities that are accompanied by a service animal. Service animals include guide dogs, service animals and service dogs.

### **1.7. Use of Support Persons**

We are committed to welcoming people with disabilities who are accompanied by support person access to our premises that are open to the public and other third parties. We will ensure the support person is permitted to provide help with the disability in the areas of, but not limited to, communication mobility personal care medical needs, and to access to goods and services as required by the person with the disability. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on a Metric premises.

### **1.8. Notice of Temporary Disruption**

Metric provides customers with notice in the event of a planned or unexpected disruption in the services used by persons with disabilities. Notification will be posted in a conspicuous place including the point of disruption and or the Metric website. Notifications will include information regarding the unavailable service, reason for the disruption, anticipated duration and any available alternative service options if available.

## **B. Procedure**

### **1.1. Training for staff**

Metric provides training to all employees and others who deal with the public or other third parties on our behalf. Training is developed and delivered in various formats.

Training includes 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 Customer Service, Ontario Regulation 429/07*.
- How to interact and communicate with people with various types of disabilities.
- 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
- What to do if a person with a disability is having difficulty accessing your services.
- Metric's policies, procedures and practices relating to the customer service standard.

## **1.2. Training Schedule**

All staff will be trained on the policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will be trained on an ongoing basis when changes are made to these policies, practices and procedures.

## **1.3. Record of Training**

Training records will be kept and will include the dates training was provided, number of employees trained and who attended training.

## **2.1. Feedback**

We are committed to providing our customers with disabilities with the best possible service experience with each and every Metric interaction. As such, we value your feedback on our processes and your customer experience. Your comments will provide valuable information and help us to improve and better meet the needs of persons with disabilities. A customer feedback form is available - [click here](#) -, by email at [hrrservices@metricgroup.ca](mailto:hrrservices@metricgroup.ca), or can be faxed to (905) 793 - 4402, or by calling (905) 793 – 4100 x 167. All feedback will be directed to Human Resources. Customers can expect to receive a response within ten business days.

## **3.1. Modifications to this or other policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. All Metric policies and procedures will be developed or updated to reflect this commitment.

## **C. Administration**

Questions or concerns about this policy or its related procedures should be directed to Human Resources at [hrrservices@metricgroup.ca](mailto:hrrservices@metricgroup.ca) or by calling (905) 793 – 4100 x 167

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