

## Accessible Customer Service Policy

### Intent

This policy is intended to meet the requirements of *Accessibility Standards for Customer 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 goods themselves.

All services provided by Labor Tek Personnel Services Ltd. shall follow the principles of dignity, independence, integration and equal opportunity. The intent of the Accessible Customer Service Policy is to ensure accessibility for persons with disability by identifying, removing and preventing barriers that may interfere with the ability to obtain services provided by Labor Tek Personnel Services Ltd.

### General Principles

In accordance with the *Accessibility Standards for Customer Service, 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. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

### The Provision of Services to Persons with Disabilities

Labor Tek Personnel Services 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 and candidates receive the same value and quality;
- allowing clients and candidates 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 and candidates 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 his / her disability.

### Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing services provided by Labor Tek Personnel Services Ltd.

In cases where the assistive device presents a safety concern or where accessibility might be an issue or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, reasonable measures will be provided whereby the needs of the customer, client or candidate are met.

### Guide Dogs, Service Animals and Service Dogs

A person with a disability that 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 and/or service dogs.

#### Care and Control of the Animal:

It should be noted that it is the responsibility of the person with a disability to ensure that the service animal is kept in control at all times.

### Support Persons

If a person with a disability is accompanied by a support person, Labor Tek Personnel Services Ltd. will ensure that both persons are allowed to enter the premises together and that the client or candidate 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 or candidate, prior to any conversation where confidential information might be discussed.

### Notice of Disruptions in Service

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

Notifications will Include:

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

Notifications Options:

When disruptions occur Labor Tek Personnel Services Ltd. will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Labor Tek Personnel Services Ltd. website;
- contacting clients and candidates with appointments;
- verbally notifying clients and candidates when they are making an appointment; or
- by any other method that may be reasonable under the circumstances.

Feedback Process

Labor Tek Personnel Services Ltd. shall provide clients and candidates with the opportunity to provide feedback on the service provided to persons with disabilities. Information about the feedback process will be readily available to all clients and candidates and notice of the process will be made available upon request. Feedback forms will be available on our website. Feedback forms can also be requested via email.

Submitting Feedback:

Clients and candidates can submit feedback form to:

- [humanresource@labortek.com](mailto:humanresource@labortek.com)

Customers who wish to provide feedback by completing an onsite customer feedback form or email can do so to the Human Resource Department at Labor Tek Personnel Services Ltd.

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

## Training

Training will be provided to:

- a) all employees
- b) those who are involved in the development and approval of customer service policies, practices and procedures.

Labor Tek Personnel Services Ltd. will provide training as soon as practicable. Training will be provided to new employees who deal with the public on the Ontario Human Rights Code as it pertains to persons with disabilities. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

## Administration

If you have any questions or concerns about this policy or its related procedures please contact:

Human Resources  
613-741-1128  
1370 Triole Street, Ottawa, Ontario K1B 3M4  
humanresource@labortek.com  
[www.labortek.com](http://www.labortek.com)

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