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## **Providing goods, services or facilities to people with disabilities**

Sencia Canada Ltd. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Sencia Canada Ltd. understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Sencia Canada Ltd. is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Sencia Canada Ltd. is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

### **Assistive devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability. This may include the following:

- in person
- by telephone/TTY
- in writing
- by email or
- by any other communication technology as required

If customers with disabilities would prefer to give their feedback, and receive a response to it, using an alternate method than the one offered, they may request it. We will work with the person with a disability to determine what method of communication works for them.

### **Service animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

### **Support persons**

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

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Sencia Canada Ltd. will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include:

- Internet access
- Location access at 91 Cumberland St South, Thunder Bay, Ontario.

The notice will be made publicly available in the following ways:

- Posted on website at <http://www.sencia.ca/accessibility>
- Contact clients affected by the disruption via phone and email

## **Training**

Sencia Canada Ltd. will provide accessible customer service training to:

- all employees
- anyone involved in developing our policies

Staff will be trained on accessible customer service within 30 days after being hired.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Sencia Canada Ltd.'s policies related 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
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include:
  - Screen reader
- what to do if a person with a disability is having difficulty in accessing Sencia Canada Ltd.'s goods, services or facilities

Staff will also be trained when changes are made to our accessible customer service policies.

## **Feedback process**

Sencia Canada Ltd. welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback in the following ways:

Feedback may be provided:

- in person
- by telephone/TTY
- in writing
- accessibility feedback form on [www.sencia.ca](http://www.sencia.ca)
- by email or
- by any other communication technology as required

Customers who wish to provide feedback on the way Sencia Canada Ltd. provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- in person
- by telephone/TTY
- in writing
- accessibility feedback form on [www.sencia.ca](http://www.sencia.ca)
- by email or
- by any other communication technology as required

All feedback, including complaints, will be handled in the following manner:

Feedback will be directed to and responded from the following web accessibility specialists at Sencia Canada Ltd

- Jason Bruce – Creative Design Manager
- Lisa Westermann – Creative Designer

Customers can expect to hear back within 2 business days.

Sencia Canada Ltd. will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

### **Notice of availability of documents**

Sencia Canada Ltd. will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following location:

- Online at <http://www.sencia.ca/accessibility>

Sencia Canada Ltd. will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

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

Any policies of Sencia Canada Ltd. that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Updated:

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