	AODA Customer Service Standard <small>PROCEDURE TITLE</small>	2016-03-03 <small>REVISION (YYYY-MM-DD)</small>	HR-005 <small>PROCEDURE NO.</small>
	Managing Director <small>APPROVED BY</small>	2012-01-10 <small>CANCELS</small>	1 of 4 <small>PAGE</small>
CUSTOMER SERVICE STANDARD POLICY FOR ONTARIANS WITH DISABILITIES <small>SUBJECT</small>			

OBJECTIVE

The objective of this policy is to highlight the quality standards adopted by Shrader Canada Limited and identify principles and practices to ensure excellence in the delivery of customer service to Ontarians with disabilities.

This policy is also intended to benefit all Persons with Disabilities, as defined in the Ontario Human Rights Code.

Shrader's policy is to provide accessible customer service to Ontarians with disabilities in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA") and the Accessibility Standard for Customer Service promulgated under that legislation as Ontario Regulation 429/07 ("the Customer Service Standard").

SCOPE


The policy applies to any person who deals with Shrader customers, members of the public or third parties on behalf of Shrader, whether the person does so as an employee, agent, volunteer, consultant or otherwise.

DEFINITIONS

Assistive Device: is a technical aid, communication device or other instrument that is used to maintain or enhance the functional abilities of people with disabilities. Personal Assistive Devices are typically devices that customers may bring with them such as wheelchair, walker or a personal oxygen tank. Assistive Devices may assist a person in hearing, seeing, communicating, moving, breathing, remembering (i.e. memory) and/or reading.

Disability: the term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA") 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 coordination, 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 medical appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability or a 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.

	AODA Customer Service Standard <small>PROCEDURE TITLE</small>	2016-03-03 <small>REVISION (YYYY-MM-DD)</small>	HR-005 <small>PROCEDURE NO.</small>
	Managing Director <small>APPROVED BY</small>	2012-01-10 <small>CANCELS</small>	2 of 4 <small>PAGE</small>
CUSTOMER SERVICE STANDARD POLICY FOR ONTARIANS WITH DISABILITIES <small>SUBJECT</small>			

Persons with Disabilities: individuals who have a disability as defined under the Ontario Human Rights Code (see above).

Service Animals: animals individually trained to do work or perform tasks for the benefit of a person with a disability.

Support Persons: persons, whether paid professionals, volunteers, family members, or friends, who accompany a person with a disability in order to help with communications, personal care, mobility or medical needs, or with access to our services.

POLICY

Shrader is committed to promoting an equitable and diversified environment for our employees and customers and to the delivery of excellent customer service. We are aware of the importance of clearly defined, uniformly embraced values that guide our organization in sustaining high quality and excellent service delivery as well as promoting a positive and equitable work environment.

COMMUNICATION

Shrader is dedicated to ensuring that when we communicate with our Ontario customers with disabilities, we will take into account the person's disability. Communication is a process of providing, sending, receiving and understanding information and in this regard, our employees receive training on best practices when communicating with people with disabilities. How our employees will make communication more accessible will depend on the situation and customer's needs.


ASSISTIVE DEVICES

At Shrader, our employees have been trained on best practices with respect to providing services to persons with disabilities who use personal assistive devices. Our customers are permitted to bring their personal assistive devices when accessing Shrader.

SERVICE ANIMALS

At Shrader, we welcome our customers with disabilities who may be accompanied by a guide dog or other service animal in all areas of our premises that are open to the public.

Our employees receive training on best practices when providing services to persons who are accompanied by a service animal. Furthermore, in rare situations, where another person's health and safety may be impacted by the presence of a service animal, our employees are trained to take into consideration all relevant factors and options in finding a solution.

	AODA Customer Service Standard <small>PROCEDURE TITLE</small>	2016-03-03 <small>REVISION (YYYY-MM-DD)</small>	HR-005 <small>PROCEDURE NO.</small>
	Managing Director <small>APPROVED BY</small>	2012-01-10 <small>CANCELS</small>	3 of 4 <small>PAGE</small>
CUSTOMER SERVICE STANDARD POLICY FOR ONTARIANS WITH DISABILITIES <small>SUBJECT</small>			

SUPPORT PERSONS

Our employees are aware that, in some instances, it is necessary for a person with a disability to be accompanied by a support person to protect the health and safety of the person with the disability and/or others on the premises. Any considerations about protecting the health and safety of both parties will be based on specific factors and not on assumptions. Our employees are trained to use best practices when providing services to persons who are accompanied by a support person.

NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Shrader 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. The notice will be placed at all main entrances to the facility. Should a customer have a scheduled appointment that is impacted by the disruption, the customer will be notified by phone and/or email.

TRAINING


Shrader is committed to ensuring that our employees receive training on providing customer service to Ontarians with disabilities.

The training is designed to meet the compliance requirements of the Customer Service Standard and includes information on the following key areas:

- A review of the purposes of the AODA and requirements of the Customer Service Standard;
- Instruction on how to interact and communicate with people with a variety of disabilities;
- Instruction on how to interact with persons who use Assistive Devices or require the assistance of a guide dog, other Service Animals or Support Persons;
- Instruction on how to use equipment or devices that may be available on our premises, as well as information on how to interact with persons who use a variety of Assistive Devices, and
- Instruction on what to do if a person with a disability is having difficulty accessing our services.

Employees will also be re-trained when changes are made to our accessible customer service plan.

Shrader has incorporated this training requirement into our hiring practices to ensure that new employees complete the required Customer Service Standard training within a reasonable time of having accepted employment with Shrader.

	AODA Customer Service Standard <small>PROCEDURE TITLE</small>	2016-03-03 <small>REVISION (YYYY-MM-DD)</small>	HR-005 <small>PROCEDURE NO.</small>
	Managing Director <small>APPROVED BY</small>	2012-01-10 <small>CANCELS</small>	4 of 4 <small>PAGE</small>
CUSTOMER SERVICE STANDARD POLICY FOR ONTARIANS WITH DISABILITIES <small>SUBJECT</small>			

Shrader is committed to maintaining a record of employees who receive and complete the Customer Service Standard training. The records include the dates that training is provided, and the names of the individuals who received and completed the training. They are retained in the Human Resources Department.

FEEDBACK PROCESS

Shrader welcomes any feedback regarding the methods it uses to provide services to Ontarians with disabilities and is committed to ensuring that this process is accessible to all of our customers.

Feedback regarding Shrader's provisions of customer service as it relates to this policy can be made by:

- E-mail: hr@shradercanada.com
- Telephone: 905-847-0222, Ext. 249
- Written feedback:
 Shrader Canada Limited
 830 Progress Road
 Oakville, Ontario
 L6L 6K1
- Any other form of communication that takes into account the customer's disability.

Feedback will be directed to Human Resources and a record of all feedback will be maintained by the Human Resources Department.

Notice of Availability and Format of Documents

Shrader will notify customers that the documents related to the Accessibility Standard for Customer Service are available upon request and in a format that takes into account the customer's disability. The length of time it will take to provide that information in alternative formats will depend on the format requested. Every effort will be made, however, to process requests in a timely fashion.

LIMITATIONS OF THIS POLICY

Shrader is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.