



Policy on Customer Service Accessibility Standards

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INTRODUCTION:

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 goods and services to the public or other third parties.

SCOPE:

- a) This policy applies to the provision of goods and services by Kanatek.
- b) This policy applies to employees and others who deal with the public or other third parties on behalf of Kanatek, including when the provision of goods and services occurs off the premises of Kanatek (for example, contractors working at a client site).
- c) The sections of this policy that address the use of guide dogs, service animals and support persons only applies to the provision of goods and services that take place at premises owner or operated by Kanatek.

DEFINITIONS:

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of a person with disabilities. Personal assistive devices are typically devices that customers bring with them 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 is defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and includes, but is not limited to:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness. Without limiting the generality of the foregoing, this includes diabetes; epilepsy; brain injury; any degree of paralysis; amputation; lack of physical co-ordination; blindness or visual impediment; deafness or hearing impediment; muteness or speech impediment; physical reliance on a guide dog or other animal; physical reliance 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 processes involved in understanding or using symbols or spoken language;



- a mental disorder.

Guide Dog – is a highly-trained working dog that provides mobility, safety and increased independence for a person who is disabled.

Support Person – is a person who accompanies the disabled person in order to help with communication, mobility, personal care, medical needs or access to goods and services.

GENERAL PRINCIPLES:

Kanatek is committed to making its goods and services accessible to all persons by removing barriers whenever possible, subject to health and safety requirements.

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities
- B. The Use of Assistive Devices
- C. The Use of Guide 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

A. The Provision of Goods and Services to Persons with Disabilities

Kanatek will make every reasonable effort to:

- ensure that all customers receive the same value and quality of services;
- ensure that our goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- ensure that persons with disabilities have equal opportunities as others to obtain, use and benefit from our goods and services;
- allow customers with disabilities to do things in their own way and at their own pace when accessing Kanatek's goods and services, as long as this does not present a safety risk;
- use alternative methods when necessary and possible to ensure that persons with disabilities have access to the same goods and services, in the same place and in a similar manner as others;
- take into account individual needs when providing goods and services; and
- communicate in a manner that takes into account the person's disability.



B. The Use of Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Kanatek.

Where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

C. The Use of Guide Dogs and Service Animals

A customer with a disability that is accompanied by a guide dog or other service animal will be allowed access to all premises owned or operated by Kanatek that are open to the public, unless otherwise excluded by law. “No pet” policies do not apply to guide dogs or other service animals.

In the exceptional event that a guide dog or service animal is prohibited by law from entering the premises, Kanatek will make reasonable alternate arrangements to assist the customer.

Recognizing a Service Animal:

If it is not readily apparent that a service animal is being used by the customer for reasons relating to his or her disability, Kanatek may request verification from the customer. Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or
- a certificate of training from a recognized service animal training school.

Care and Control of the Service Animal:

The customer that is accompanied by a guide dog or other service animal is responsible for maintaining care and control of the animal at all time.

D. Support Persons

If a customer with a disability is accompanied by a support person, Kanatek will ensure that both persons are allowed to enter all premises owned or operated by Kanatek together, and that the customer is not prevented from having access to the support person.

It is a priority for Kanatek to have a support person remain beside the person they are accompanying. In the exceptional event that the support person is prevented from doing so, Kanatek will make every reasonable attempt to resolve the issue.



If a support person is necessary to protect the health or safety of a person with a disability or the health or safety of others on the premises, then Kanatek may require the person with a disability to be accompanied by a support person when on the premises.

In situations where confidential information might be discussed, consent will be obtained from the customer to discuss confidential information with their support person present, prior to any conversation where confidential information might be discussed.

E. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Kanatek. If persons with disabilities usually use or benefit from particular facilities of Kanatek in order to obtain, use or benefit from Kanatek's goods and services, and these facilities are temporarily disrupted, Kanatek will make all reasonable efforts to provide advance notice of the disruption.

Notifications Will Include:

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

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

Notifications Options:

When disruptions occur, Kanatek will provide notice by:

- posting notices in conspicuous places, including the 4th floor lobby of 535 Legget Drive, Kanata, ON and the entrance to 180 Jardin Drive, Unit 9, Vaughan, ON.
- contacting customers with appointments.
- Posting notices at affected locations.

F. Feedback Process

Kanatek will provide customers with the opportunity to provide feedback, including complaints, on the goods and service provided to customers with disabilities.

The following are the elements of this process:

- customers will be given the opportunity after receiving goods/services
- customer feedback will be solicited verbally, in writing, or by email
- Feedback from customers may be submitted by phone, email, mail or in person as the situation warrants. Customers with disabilities will have the opportunity to provide feedback in a format appropriate for their disabilities.
- Customers will submit their feedback on a confidential basis directly to Hani Zaatar who will acknowledge receipt by email.



Complaints:

When a complaint is received regarding Kanatek's provision of goods and services to customers with disabilities, the following steps will be taken:

- Kanatek will inquire further with the customer, if necessary.
- Kanatek will investigate the complaint.
- If Kanatek determines that its goods and services were not provided to a customer with a disability in accordance with this policy, Kanatek will take reasonable measures to correct its operations to ensure the appropriate application of this policy in the provision of goods and services to persons with disabilities.
- Kanatek will advise the customer who submitted the complaint of resulting actions that were taken based on the complaint.

Notification Regarding Feedback Process:

Information about the feedback process will be available to all customers in the common area/kitchen of the Kanatek offices. The information will also be made available to the public on Kanatek's website.

G. Training

Kanatek is committed to providing training in furtherance of its goal to promote accessibility and to remove barriers related to disabilities.

Mandatory training will be provided to:

- a) all employees, contractors, agents, volunteers and others who deal with the public or other third parties on behalf of Kanatek; and
- b) anyone who is or will be involved in the development and approval of customer service policies and practices.

The training will include:

1. a review of the content of this policy, the *Accessibility for Ontarians with Disabilities Act, 2005* and the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*;
2. how to interact and communicate with persons with various types of disabilities;
3. how to interact with persons with disabilities who use an assistive device or require the assistance of a service animal, guide dog, or support person;
4. how to use equipment or devices that Kanatek has available to help provide goods or services to a person with a disability;
5. what to do if a person with a particular disability is having difficulty accessing Kanatek's goods or services.

Training will be conducted via a manual provided to each employee of Kanatek. Employees are required confirm in writing that they have read, understood and agree to abide by the policy. Training will take place within 12 weeks of this policy's effective date. Thereafter, training will take place in connection with any changes to this policy, or other practices and procedures related to the provision of goods or services to persons with disabilities.



Kanatek will keep records of employee training completion in accordance with this policy, including the dates on which training was completed.

H. Notice of Availability and Format of Documents

This policy, and any other documents related to the *Accessibility Standard for Customer Service*, will be available upon request and in a format that takes into account the customer's disability. Requests for these documents should be directed to: Hani Zaatar at hani.zaatar@kanatek.com. Upon request, Kanatek will consult with the customer in order to agree upon the appropriate format to be provided.

Kanatek will notify customers of the availability of these documents in multiple formats by posting the information in conspicuous places, including the common area/kitchen of the Kanatek offices and Kanatek's website.

ADMINISTRATION:

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

Kanatek Human Resources
Phone: 613-280-1047
Fax: 613-591-1482
Email: hr@kanatek.com

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