



## **CUSTOMER SERVICE & ACCESSIBILITY POLICY**

### **Policy Statement**

Legacy is committed to providing an accessible environment in which all individuals have access to our products and services in a way that respects the dignity and independence of persons with disabilities. This includes creating and fostering inclusive and positive attitudes that are considerate and accommodating to all individuals, including persons with disabilities. Our commitment is to provide all customers, including those living with disabilities, the same opportunity to access our products and services in the same place and in a similar way to all others.

### **Guiding Principles**

Legacy will use the following guiding principles to clarify the expected attitudes and behaviours in daily work life with customers and each other

- *Respect*: Each of us will demonstrate honesty, integrity and belief in people.
- *Ownership*: Each of us is accountable for creating an environment that contributes to the success of our customers, consumers and each other.
- *Collaboration*: Each of us has an important role in working together for a common purpose.
- *Continuous Improvement*: Each of us is committed to ongoing improvement in all we do to anticipate and exceed needs as they evolve.

### **Communication and Assistive Devices**

Legacy will communicate with a person with a disability in a manner that takes in to account the person's disability.

Legacy will also facilitate the use of personal assistive devices. Assistive devices may include service animals and support persons.

Unless otherwise excluded by law, Legacy will ensure that any person using a service animal is permitted access to our premises with his/her service animal and to keep the animal with him or her at all times.

Where excluded by law, Legacy will ensure that other methods of access are available to a person wishing to access any premises. For purposes of this Policy, an animal is a “service animal”, (a) where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or (b) if the person provides appropriate documentation confirming that he/she requires the animal for reasons relating to the disability. A service animal includes a guide dog as that term is defined in the *Blind Persons’ Rights Act*.

Persons accompanied by a “support person” shall be permitted to have this individual with them at all times. For purposes of this Policy, a “support person” is, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

### **Notice of Temporary Disruption**

Should there be a disruption in any of the services outlined in this Policy, Legacy shall post notice of such disruption, including the reasons for the disruption, anticipated duration and description of alternative services, in the affected location.

### **Customer Feedback**

Feedback on this policy and our accessibility measures is welcomed by Legacy. Feedback can be provided verbally or in writing. Feedback can also be sent in any of the following ways:

Online: [www.legacyscs.com](http://www.legacyscs.com)

E-mail: [AODA-Response@Legacyscs.com](mailto:AODA-Response@Legacyscs.com)

Mail: Legacy SCS – AODA: 1 Kenview Blvd. Unit #210 Brampton ON L6T 5E6

Phone: 905-494-4955

All complaints will be reviewed and the appropriate action taken to address the issue raised as soon as practicable. Where appropriate, Legacy will respond directly to the customer.

### **Employment**

Legacy will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

Legacy will notify staff that supports are available for those with disabilities, and that Legacy has a process in place to develop individual accommodation plans for employees.

Where needed, Legacy will also provide customized emergency information to help an employee with a disability during an emergency.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

### **Employee Education and Training**

Legacy, as the employer, will ensure that the appropriate personnel receive training on the requirements set out in this Policy and specifically:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements for 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 or services to people with disabilities. These may include: elevators, lifts, and/or automatic door openers.
- What to do if a person with a disability is having difficulty in accessing Legacy's goods and services.
- Staff will also be trained when changes are made to this Policy or other Customer Service policies.

Legacy is committed to ensuring that staff receive this training and that they have the appropriate information and instruction to ensure a high level of customer service.

### **Accessible Format**

Legacy will provide publicly available documents in accessible formats and will provide communicative supports for persons with disabilities. Please make such request to: Human Resource Department.

**Website Accessibility**

Legacy will meet the internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

**Notice of Availability**

Our documents related to Accessible Customer Service are available upon request. Such requests can be made to: Human Resource Department.

**Accessible Emergency Information**

Legacy will provide its customers with publicly available emergency information, in an accessible way, upon request. Please make such request to: Human Resource Department.

**Modifications to This or Other Policies**

Any policy, practice or procedure of Legacy that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.