



Distribution & Warehousing

A DIVISION OF 575636 ONTARIO LTD.

1195 COURTNEYPARK DR. EAST, MISSISSAUGA, ONTARIO L5T 1R1
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Accessible Customer Service Plan Distribution

Global

&

Warehousing

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Policy

Global Distribution & Warehousing is committed to excellence in serving and interacting with the customers, suppliers and the public, including people with disabilities who visit our office. Global Distribution & Warehousing will ensure that employees are trained and familiar with various assistive devices that may be used by those persons with disabilities who visit our offices. Global Distribution & Warehousing will communicate with people with disabilities in ways that take into account their disability.

Global Distribution & Warehousing welcomes people with disabilities and their service animals. Service animals are allowed in designated areas of our facility. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Global Distribution & Warehousing will notify visitors promptly. A clearly posted Notice of Disruption will include information about the reason for the disruption, the anticipated length of time, and a description of alternative facilities or services, if available. The Notice of Disruption will be displayed in a conspicuous place. Global Distribution & Warehousing will provide training to all employees. Training will be provided during new employee orientation and whenever changes are made to our accessible customer service plan.

Global Distribution & Warehousing will provide a customer feedback process for persons with disabilities who visit our facility.

Global Distribution & Warehousing

Accessible Customer Service Plan

Assistive Devices

Global Distribution & Warehousing will ensure that staff is trained and familiar with various assistive devices that include tools, technology or other mechanisms that enable a person with a disability to access our premises.

Communication

Global Distribution & Warehousing will communicate with people with disabilities who visit the offices in ways that take into account their disability. When an employee of Global Distribution & Warehousing is unsure of the best approach they are encouraged to ask the person politely and not assume how they can best communicate with the person.

Employee Training

Global Distribution & Warehousing will provide training to all employees that will include the following:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Global Distribution & Warehousing Accessible Customer Service Plan
- How to interact and communicate with people with various types 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 any devices supplied by Global Distribution & Warehousing to assist people with disabilities
- Procedures to assist a person with a disability when they are having difficulty in accessing Global Distribution & Warehousing office

Service Animals

Global Distribution & Warehousing welcomes people with disabilities and their service animals. Service animals will be allowed within the reception and conference room areas of Global Distribution & Warehousing offices.

Support Persons

Global Distribution & Warehousing welcomes people with disabilities and their support persons. Support persons are allowed within the reception and conference room areas of Global Distribution & Warehousing offices.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for visitors with disabilities, Global Distribution & Warehousing will notify the visitor promptly and directly through the Receptionist. Alternative services or assistance, if available, will be provided by the Receptionist.

Feedback Process

Visitors who wish to provide feedback on the way Global Distribution & Warehousing provides services to people with disabilities who visit the offices can verbally discuss their concerns or send an email directly to any Global Distribution & Warehousing employee. All feedback will be directed to the Health and Safety Coordinator of Global Distribution & Warehousing. The visitor can expect to hear back within 48 hours. Complaints will be addressed promptly.

Modifications to this Plan

Any modification to this plan will be immediately communicated to all Global Distribution & Warehousing employees and where necessary a training session will be organized.

Plan Review

The Health and Safety Coordinator shall review the Accessible Customer Service Plan on an annual basis to ensure that the plan is in compliance with current regulations and best practices.

What is the Accessibility for Ontarians with Disabilities Act?

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a law in Ontario that allows the government to develop specific standards of accessibility and to enforce them.

Recognizing the history of discrimination against persons with disabilities in Ontario, the purpose of this Act is to benefit all Ontarians by:

- developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025; and
- providing for the involvement of persons with disabilities, the Government of Ontario and of representatives of industries and various sectors of the economy in the development of accessibility standards.

The standards require the people or organizations identified in the standard to identify, remove and prevent barriers for people with disabilities in key areas of daily living. Barriers keep people with disabilities from fully participating in activities that most of us take for granted. The customer service standard is the first standard to come into effect under the AODA. The Government of Ontario is working with different standards development committees to develop other standards in the areas of transportation, information and communications, the built environment and employment. These committees include people with disabilities or their representatives, business owners, government representatives and members of the public. The standards development committees propose standards for government consideration and the government may adopt them by regulation. Once adopted by regulation, the standards will impose requirements to make these areas more accessible to people with disabilities. They may apply to private and public sector organizations across Ontario.

Who are people with disabilities?

When we think of disabilities, we tend to think of people who use wheelchairs and who have physical disabilities that are visible and obvious. But disabilities can also be invisible. We cannot always tell who has a disability. The AODA uses the same definition of “disability” as the Ontario Human Rights Code.

In this Act, “disability” means,

a) 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 remedial appliance or device,

- b) A condition of mental impairment or a developmental disability,
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder, or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

What are barriers?

When you think about accessibility, it is important to be aware of both visible and invisible barriers. A barrier is anything that keeps someone with a disability from fully participating in all aspects of society because of their disability.

Attitude is perhaps the most difficult barrier to overcome because it's hard to change the way people think or behave. Some people don't know how to communicate with those who have visible or invisible disabilities - for example, assuming someone with a speech problem has intellectual limitations and speaking to them in a manner that would be used with a child; or forming ideas about the person because of stereotypes or a lack of understanding. Some people may feel that they could offend the individual with a disability by offering help, or they ignore or avoid people with disabilities altogether. Remember, attitude is a major barrier that's within our power to change.

Architectural or structural barriers may result from design elements of a building such as stairs, doorways, the width of hallways and even room layout.

Information and communication barriers can make it difficult for people to receive or convey information. For example, a person who is Deaf cannot communicate via standard telephone. Things like small print size, low colour contrast between text and background, confusing design of printed materials

and the use of language that isn't clear or easy to understand can all cause difficulty.

Technology, or lack of it, can prevent people from accessing information.

Everyday tools like computers, telephones and other aids can all present barriers if they are not set up or designed with accessibility in mind.

Systemic barriers can result from an organization's policies, practices and procedures if they restrict people with disabilities, often unintentionally – for example, a clothing store with a “no refund” policy and no way for someone in a scooter to enter the change room.

The Customer Service Standard

What is the customer service standard?

Ontario's accessible customer service standard is now the law. It came into force on January 1, 2008. People, businesses and other organizations that provide goods or services to the public or to other businesses or organizations in Ontario (“providers”) have legal obligations under the standard. The standard is aimed at making their customer service operations accessible to people with disabilities.

The customer service standard is the first of five standards that will help lead the way to an accessible Ontario by 2025.

General tips on providing service to customers with disabilities

- ✓ If you're not sure what to do, ask your customer, “May I help you?” Your customers with disabilities know if they need help and how you can provide it.
- ✓ Speak directly to the person with a disability, not to his or her support person or companion.
- ✓ Avoid stereotypes and make no assumptions about what type of disability or disabilities the person has. Some disabilities are not visible and customers are not required to give you information about any disabilities they may have.
- ✓ Take the time to get to know your customer's needs and focus on meeting those needs just as you would with any other customer.
- ✓ Be patient. People with some kinds of disabilities may take a little longer to understand and respond. A good start is to listen carefully.
- ✓ If you cannot understand what your customer is saying, politely ask them to repeat themselves.

- ✓ Don't touch or speak to service animals - they are working and have to pay attention at all times.
- ✓ Don't touch assistive devices, including wheelchairs, without permission.

How to interact and communicate with customers who have vision loss

Vision loss reduces a person's ability to see clearly. Few people with vision loss are totally blind. Many have limited vision such as tunnel vision, where a person has a loss of peripheral or side vision, or a lack of central vision, which means they cannot see straight ahead. Some people can see the outline of objects while others can see the direction of light.

Vision loss can restrict your customers' abilities to read signs, locate landmarks or see hazards. Some of these customers may use a guide dog or white cane, but others may not. Sometimes it may be difficult to tell if a person has vision loss.

Types of assistance our customer might use:

- ✓ Large print
- ✓ Magnification devices
- ✓ White cane
- ✓ Guide dog
- ✓ Support person such as a sighted guide.

General Tips

- ✓ Don't assume the individual can't see you.
- ✓ Don't touch your customer without asking permission.
- ✓ Offer your elbow to guide the person. If he or she accepts, walk slowly, but wait for permission before doing so. Lead - don't pull.
- ✓ Identify landmarks or other details to orient your customer to the environment around him or her.
- ✓ Don't touch or speak to service animals - they are working and have to pay attention at all times.
- ✓ Don't leave your customer in the middle of a room. Show him or her to a chair, or guide them to a comfortable location.
- ✓ If you need to leave your customer, let him or her know you are leaving and will be back.

- ✓ Identify yourself when you approach your customer and speak directly to him or her, even if he/she is accompanied by a companion.
- ✓ There is generally no need to raise your voice because the person does not necessarily have hearing loss. Say your name even if you know the person well as many voices sound similar.
- ✓ Be clear and precise when giving directions, e.g., two steps behind you, a metre to your left, etc. Don't use "over there" or point in the direction.
- ✓ If you're uncertain about how to provide directions, ask the person how to do so.
- ✓ Do not be afraid or embarrassed to use words such as "see", "read" and "look." People with vision loss also use these words.
- ✓ When providing printed information, offer to read or summarize it.
- ✓ Offer to describe information. For example, verbally itemize the bill or explain what the specials are or what is on the menu.

How to interact and communicate with customers who are Deaf, oral deaf, deafened or hard of hearing

Types of assistance your customer might use:

- ✓ Hearing aid
- ✓ Paper and pen
- ✓ Personal amplification device (e.g., Pocket Talker)
- ✓ Phone amplifier
- ✓ Relay Service
- ✓ Teletypewriter (TTY)
- ✓ Hearing ear dog
- ✓ Support person such as a sign language interpreter.

General Tips

- ✓ Attract the customer's attention before speaking. Generally, the best way is by a gentle touch on the shoulder or with a gentle wave of your hand.
- ✓ Ask how you can help. Don't shout.
- ✓ Move to a well-lit area, if available, where your customer can see your face.
- ✓ Don't put your hands in front of your face when speaking. Some people read lips.

- ✓ If necessary, ask if another method of communicating would be easier, for example, using a pen and paper.
- ✓ Be patient if you are using a pen and paper to communicate. American Sign Language may be your customer's first language. It has its own grammatical rules and sentence structure.
- ✓ Look at and speak directly to your customer. Address your customer, not the interpreter or support person.
- ✓ Be clear and precise when giving directions, and repeat or rephrase if necessary. Confirm that your customer understands you.
- ✓ If the person uses a hearing aid, reduce background noise or move to a quieter area, if possible, so the person can hear or concentrate better.
- ✓ Don't assume that the customer knows sign language or reads lips.

How to interact and communicate with customers who have physical disabilities

There are many types and degrees of physical disabilities, and not all require a wheelchair. People who have arthritis, heart or lung conditions or amputations may also have difficulty with moving, standing or sitting. It may be difficult to identify a person with a physical disability.

Types of assistance your customer might use:

- Mobility device (i.e., wheelchair, scooter, walker, cane, crutches)
- Support person.

General Tips

- ✓ Speak naturally and directly to your customer, not to his or her companion or support person.
- ✓ If you need to have a lengthy conversation with someone in a wheelchair or scooter, consider sitting so that you can make eye contact.
- ✓ Ask before you help. People with physical disabilities often have their own ways of doing things.
- ✓ Respect your customer's personal space. Do not lean over him or her or on his or her assistive device.

- ✓ Don't move items or equipment, such as canes and walkers, out of the person's reach.
- ✓ Don't touch assistive devices without permission. If you have permission to move a person in a wheelchair, remember to:
 - ✓ Wait for and follow the person's instructions
 - ✓ Confirm that your customer is ready to move
 - ✓ Describe what you're going to do before you do it
 - ✓ Avoid uneven ground and objects
 - ✓ Don't leave the person in an awkward, dangerous or undignified position such as facing a wall or in the path of opening doors.
- ✓ Let your customer know about accessible features in the immediate area (i.e., automatic doors, accessible washrooms, elevators, ramps, etc.).

Tips on talking to customers with disabilities over the phone

- ✓ Speak naturally, clearly and directly.
- ✓ Don't worry about how the person's voice sounds. Concentrate on what they are saying.
- ✓ Don't interrupt or finish your customer's sentences. Give your customer time to explain or respond.
- ✓ If you don't understand, simply ask again, or repeat or rephrase what you heard and ask if you have understood correctly.
- ✓ If a telephone customer is using an interpreter or a Relay Service, speak naturally to the customer, not to the interpreter.
- ✓ If you encounter a situation where, after numerous attempts, you and your customer cannot communicate with each other due to the customer's disability, consider making alternate arrangements.

Assistive Devices

An assistive device is a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting. It helps the person to maintain their independence at home, at work and in the community.

There are a variety of assistive devices that some of your customers may use, depending on their disability. Many will be personal assistive devices,

meaning they are owned and brought along by the individual, while others may be provided by your organization. The following are examples of some devices you may come across when serving your customers with disabilities:

People who have vision loss

- ✓ Digital audio player - enables people to listen to books, directions, art shows, etc.
- ✓ Magnifier - makes print and images larger and easier to read
- ✓ Portable global positioning systems (GPS) - helps orient people to get to specific destinations
- ✓ White cane - helps people find their way around obstacles

People who are Deaf, deafened, oral deaf, hard of hearing

- ✓ FM transmitter system or other amplification devices - boosts sound closest to the listener while reducing background noise
- ✓ Hearing aid - makes sound louder and clearer
- ✓ Teletypewriter (TTY) - helps people who are unable to speak or hear to communicate by phone. The person types their messages on the TTY keyboard and messages are sent using telephone lines to someone who has a TTY, or to an operator (Bell Relay Service) who passes the message to someone who doesn't have a TTY.

People who have physical disabilities

- ✓ Mobility device (e.g., a wheelchair, scooter, walker, cane, crutches) - helps people who have difficulty walking
- ✓ Personal oxygen tank - helps people breathe

People who have learning disabilities

- ✓ Electronic notebook or laptop computer - used to take notes and to communicate
- ✓ Personal data managers - stores, organizes and retrieves personal information
- ✓ Mini pocket recorders - records information for future playback

How do I interact with a customer who uses an assistive device?

- ✓ Many customers with disabilities will have their own personal assistive devices, such as wheelchairs, scooters or walkers. Don't touch or handle an assistive device without permission.
- ✓ If you have permission to move a person in a wheelchair remember to:
 - Wait for and follow the person's instructions.
 - Confirm that your customer is ready to move.
 - Describe what you are going to do before you do it.
 - Try to avoid uneven ground and objects.
 - Don't leave the person in an awkward, dangerous or undignified position such as facing a wall or in the path of opening doors.
- ✓ Don't move items or equipment, such as canes and walkers, out of your customer's reach.
- ✓ Respect your customer's personal space. Don't lean over him or her or on his or her assistive device.
- ✓ Let your customer know about accessible features in the immediate environment (e.g., automatic doors, accessible washrooms, etc.).

Service Animals

Tips on interacting with a customer who uses a service animal

- ✓ Remember that a service animal is not a pet. It is a working animal.
- ✓ Avoid touching or addressing service animals – they are working and have to pay attention at all times.
- ✓ Avoid making assumptions about the animal. Not all service animals wear special collars or harnesses. If you're not sure if the animal is a pet or a service animal, ask your customer.
- ✓ Remember your customer is responsible for the care and supervision of their service animal. You are not expected to provide care or food for the animal. However, you could provide water for the animal if your customer requests it.

Support Persons

Tips on interacting with a customer who has a support person

- ✓ A customer with a disability might not introduce their support person. If you are not sure which person is the customer, take your lead from the person using or requesting your goods or services or simply ask.

- ✓ Once you have determined who your customer is, speak directly to them, not to their support person.

Accessible Customer Service Standard

Accessibility Standards for Customer Service - establishes accessibility standards for customer service for the disabled in Ontario. It applies to every designated public sector organization, the private sector, and all employers who employ at least one worker in the province of Ontario.

Should at any time a “person” with a disability of any capacity wish to visit Global Distribution & Warehousing every and all reasonable efforts will be made to accommodate the individual.