



I.T.S. Staffing Solutions Customer Service Standard for The Accessibility for Ontarians with Disabilities Act

Purpose:

Industrial Temporary Solutions Inc. (ITS) operating as ITS Staffing Solutions is committed to the requirements in the Accessibility for Ontarians with Disabilities Act 2005: Customer Service Standard (AODA) which requires all businesses and service providers with more than 1 employee in Ontario to comply with the act by January 1, 2012. ITS has developed the following policies for compliance with AODA.

Policies:

ITS will establish policies, practices and procedures that will ensure that all persons, callers, visitors, requestors, individuals with complaints etc., be treated promptly and in a courteous manner.

ITS will ensure that persons with disabilities:

1. Are treated with dignity and independence.
2. Have integrated and equal access to our services

If a person with a disability is accompanied by a service animal i.e., guide dog, ITS will ensure that the person is allowed to enter the premises and keep the animal with them unless the animal is excluded by law from the premises. If they cannot gain access, ITS will take alternative measures to ensure the person can obtain, use or benefit from ITS.

If a person with a disability is accompanied by a support person, ITS will allow both people to enter the premises and the person with a disability will have full access to ITS's services.

If there is a temporary disruption that affects the access to services at ITS. ITS will give notice to the public by various means i.e., audio and print media for an alternative facility if applicable. Postings may be on ITS's website (www.itsjobs.ca), at the premise or by other methods deemed applicable at that time.

ITS internal staff will be trained about the provisions of its services to persons with disabilities. Training will include a review of the Act its requirements and regulations and instruction of the following:

1. How to interact and communicate with person with various disabilities.
2. How to interact with persons with disabilities who use assistive devices or require the assistance of support person or service animal.
3. How to use equipment or devices available on ITS premises that may help with the provision of services to a person with a disability.

4. What to do if a person with a disability is having difficulty accessing ITS's service

All training will be provided to internal staff members at the start of their position. Training will be provided on an ongoing basis in regards to changes of policies, practices and procedures.

ITS shall establish a process which will allow feedback from persons with a disability. This can be done thru email, phone, writing or other applicable methods deemed reasonable. The feedback process must specify the action that is being taken.

ITS shall post all documents required by the regulation in a noticeable area. If a copy of the document is needed for a person with a disability, ITS will give the person a document in a format that takes into consideration their disability if agreed upon.

Communication

In any type of interaction, address the person's needs rather than focusing on their disability.

Definition of Disability

The Accessibility for Ontarians with Disabilities Act 2005 definition of "disability" includes disabilities of different severity, visible as well as non-visible disabilities and disabilities whose effects may come and go. The Act defines them in the following 5 ways:

1. Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness.
2. A condition of mental impairment or a developmental disability.
3. A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
4. A mental disorder.
5. An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Types of Disabilities

Hearing Disabilities:

Deaf: Severe to profound hearing loss

Hard of Hearing: Partial hearing or speech that a person uses to communicate.

Deafened: Caused to hear poorly or not at all.

How to serve people with Hearing Disabilities

1. Ask the person how can you help or how they would like to communicate.
2. Get the persons attention before speaking by using a polite gesture.
3. Look directly at the person.
4. Use pen or paper.
5. Speak clearly.
6. Reduce background noise

Deafblind Disability: Cannot see or hear to some degree and many will be accompanied by a support worker.

How to serve people with a Deafblind Disability

1. Ask the customer how you can help.
2. Speak directly to the customer, not the support person.
3. Identify yourself to the support person.

Intellectual or Development Disability: An intellectual development limiting a person's ability to learn, communicate, do everyday activities or live independently though it can be an invisible disability. However, they may understand you more than you know.

How to serve people with an Intellectual or Developmental Disability

1. Ask the customer how you can help.
2. Don't assume what a customer can or cannot do.
3. Use plain English.
4. Be patient.
5. Ask questions if you are unsure they understand you.
6. Provide one piece of information at a time.
7. Offer information in simpler concepts.

Learning Disability: A persistent condition that effects how a person acquires, interprets, retains or takes information. In many cases, the individual has average or above average intelligence. This disability may affect language based learning, mathematics or writing and fine motor skills.

How to serve people with a Learning Disability

1. Ask the customer how you can help.
2. Be patient.
3. Demonstrate a willingness to assist.
4. Speak normally, clearly and directly to the customer.
5. Provide information in a way that works for the customer (i.e.: paper and pen).
6. Be prepared to explain any materials you provide.

Mental Health Disability: The absence of psychological well-being and satisfactory adjustment to society. Some common features of mental health disabilities are phobias, panic attacks, hallucinations, mood swings and bipolar disorders.

How to serve people with a Mental Health Disability

1. Ask the customer how you can help.
2. Treat customer with the same level of respect and consideration as everyone else.
3. Be confident and reassuring.
4. Do not be confrontational.
5. If the customer is in crisis, ask how you can help.
6. Take the customer seriously.
7. Don't take things personal.

Speech and Language Disabilities: Can involve problems communicating, difficulty pronouncing words, slurring or stuttering and may require using assistive devices of communication.

How to serve people with a Speech or Language Disability

1. Ask the customer how you can help.
2. Don't assume.
3. Give whatever time they need to get their information across.
4. Give yes and no answers.
5. Don't interrupt or finish your customer's sentence.
6. May have to use pen and paper.
7. Tell them if they don't understand something and ask them to repeat.

Physical or Disabilities Affecting Mobility: Movement that restricts a person in the following ways:

1. Control of speed of movement.
2. Coordination and balance.
3. Ability to grasp some objects.
4. Ability to walk long distances.
5. Ability to sit or stand for prolonged periods.

How to serve People with Physical or Disability Affecting Mobility

1. Ask the customer how you can help.
2. Speak directly to the customer.
3. Respect personal space.
4. Don't move any items they may have moved accidentally.
5. Describe what you are going to do beforehand.
6. Don't leave your customer in a awkward, dangerous or undignified position.

Vision Disabilities: Low or no vision that restricts the ability to read and may need to view written documents in large print or use a magnifier. A guide dog, service dog, support person or white cane may be necessary to aid vision disabilities.

How to serve people with a Vision Disability

1. Ask the customer how you can help.
2. Don't assume the customer can't see.

3. Speak directly to the customer.
4. Offer your elbow to guide but wait for permission.
5. If they accept, walk slowly.
6. Identify landmarks.
7. Be precise and descriptive with information.
8. Don't leave customer.

No matter what type of disability your customer has, relax. People with disabilities generally are aware that they may need some accommodations and will work with you. In all cases, ask how you can help and follow their instructions. If you are in doubt, seek assistance from another team member or management.

Etiquette when Interacting with People with Disabilities using Assistive Devices

Customers using Assistive Devices:

1. Don't lean or reach over them.
2. Ensure the person is permitted to enter the premises with the device and use it unless excluded by law.
3. Remove potential barriers for the use of assistive devices where possible.
4. Ensure the people with disabilities are aware of assistive devices that are available to them by the service provider.
5. Assistive devices must be offered in a manner that respects the person's dignity and independence.

Customers with Service Animals:

1. Allowed anywhere customers normally have access.
2. Customer is responsible for the care and supervision of the Service Animal.
3. Avoid talking to or touching the Service Animal.
4. Customers are permitted to keep the animal with them unless the animal is excluded by law.

Customers with Support Persons:

1. Both persons are permitted to enter the premises together.
2. The person with the disability is not prevented from having access to the Support Person while on the premises.
3. Consent is required if confidential information is going to be shared when a Support Person is present.
4. Speak directly to the customer, not the Support Person