



# AODA Policy

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## Accessibility for Ontarians with Disabilities Act

Customer Service Standard

Policies and Procedures

January 2014

## Provision of Goods and Services to People with Disabilities

### *Please note:*

- *Where this policy varies from the Accessibility Standard for Customer Service under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the AODA Standard will apply.*
- *This policy may require revision as other standards are introduced under the AODA.*
- *Our organization employs more than twenty employees, the AODA Customer Service Standard requires that:*
  - *All our policies, practices, and procedures for providing accessible customer service are documented and meet other document requirements as set out in the Standard.*
  - *All our customers are notified that these documents are available upon request.*
  - *Persons with disabilities who request these documents are provided the information in a format that takes into account the person's disability.*

## Policy Statement

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*Group Sani Marc is committed to the provision of goods and services to people with disabilities in a manner consistent with the principles of dignity, independence, integration, and equal opportunity.*

*Furthermore, such goods and services will be provided in accordance with the spirit and intent of all applicable legislation including the AODA, the Ontario *Human Rights Code*, the *Occupational Health and Safety Act*, and the Ontario *Building Code Act*.*

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## Definitions

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### **Disability:**

For the purpose of this policy, the term “disability” includes:

- 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 co-ordination, 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.

### **Serving people with Disabilities:**

- Treat people with disabilities with respect and consideration.
- Smile, relax, keep in mind people with disabilities want to experience helpful customer service.
- If you’re not sure how to help a person with a disability, ask “May I help you?” “How can I best help you?”
- Speak directly to the person. If you can’t understand what the person is saying, Politely ask them to repeat it.
- Find a good way to communicate. Start by Listening carefully.
- Try to understand the person’s needs. Focus on meeting those needs As you would with anyone

Procedure: AODA - Policy  
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- Don't make assumptions about what type of disability or disabilities a person has.

Above all...be patient and respectful.

### **Employee:**

For the purposes of this policy, the term “employee” refers to any person regarding whom *Group Sani Marc* pays wages or a salary, has control over their assigned work and has a right to control the details of their work. This includes, but is not limited to:

- a. fulltime employees
- b. part-time employees
- c. seasonal employees
- d. contract employees

### **Service Animal:**

For the purposes of this policy, an animal is a service animal for a person with a disability:

- a. if 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 a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

“Service animal” also includes a guide dog as defined under the *Blind Persons' Rights Act* section 1.

- Group Sani Marc will allow service animals on the premises.
- Employees shall never touch, call or make eye contact with animals or offer food to a service animal.
- Employees will ask the owner if a dish of water would be useful.
- If the service animal is not clearly identified, ask the owner to provide documentation.

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## Support Person:

For the purposes of this policy, a “support person” is a person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services. The support person could be a paid personal support worker, a volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.

## Operating Principles

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### Accessible Communication

*Group Sani Marc* and its employees will communicate with people with disabilities in ways that take into account each person’s particular disability.

### Service Animals and Support Persons

Unless otherwise prohibited by law, persons with disabilities will be permitted to be accompanied by a service animal or support person:

- a. where services are provided at premises owned or operated by *Group Sani Marc* ; and
- b. where the public or third parties have normally have access to such premises.

Where a support person accompanying a person with a disability is required to pay an admission fee to enter our premises, notice of the amount of this fee will be provided in advance of their visit.

### Assistive Devices

*Group Sani Marc* is committed to serving people with disabilities who use assistive devices. We will endeavor to become familiar with the various assistive devices used by people with disabilities and will be flexible in facilitating their use by people with disabilities to access our goods and services

- Do not lean, reach over, or restrict the movement of a device.
- Ask permission before touching or moving an assistive device.

## Disruption in Service

*Group Sani Marc* will post timely public notice of a current or anticipated disruption in any facilities or services we provide to enable people with disabilities to access our services. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

- if a service disruption occurs, inform management
- Ensure that all walkways are kept clear at all times
- provide signs where there is a disruption, indicating  
When the service( power outage, computers down) is expected to resume.

## Servicing a person with a specific disability:

### Servicing a person with Hearing Loss:

People with hearing loss may use devices including hearing aids, special telephones, sign language interpreters, amplifiers, or pen and paper

- Have a pen and paper available to help communicate with customers with hearing loss. Not all customers with hearing loss will be able to read and write.
- Attract the person's attention before speaking with a gentle touch on the shoulder the back of the hand or a wave of your hand.

### Serving a Person with a Learning Disability:

- Take your time - people with a learning Disabilities may require more time to understand and respond.
- Provide information in a way that best suits the person. Using a pen or paper may help them review and absorb. Be patient

### Serving a Person with a Speech Disability:

- Be patient and allow the person the time to get their point across and express themselves.
- Ask questions that can be answered with "Yes" or "No" when possible

- Don't interrupt . It is acceptable to ask someone with a speech impairment to repeat him/herself as many times as necessary, until you are able to understand what the person is saying.

#### **Serving a Person with Vision loss:**

- Identify yourself to the person and speak directly to them.
- Make written materials available in large print.
- If you are guiding someone, take the person's hand and put it on the back of the chair.
- Offer your elbow to guide the person, and don't move until they give you permission. Walk slowly.
- Identify landmarks and details to help orient your customer.

#### **Serving a person with a Physical Disability:**

- Respect the person's personal space. Do not lean over them or on assistive Devices.
- Sit or crouch down to the eye level of a person using a wheelchair, but do not kneel. If you cannot sit or crouch, then stand far enough back that the person can see you without craning his or her neck.
- Never move assistive devices out of the person's reach.
- When assisting a person in a wheelchair, make sure they are ready to be moved And describe what you are going to do before attempting to move the person and The wheelchair.

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Section: 4.01.0

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## Training

*Group Sani Marc* will provide training to:

- a. All its employees, volunteers, agents, contractors and others who could reasonably be expected to interact with the public or third parties on behalf of *Group Sani Marc*.
- b. All those who are involved in the development, approval, monitoring or implementation of *Group Sani Marc* customer service policies, practices and procedures about the provision of good and services to the public and/or third parties.

This training will be provided within 1 week of when the individual commences performing duties for *Group Sani Marc*. Additional training will be provided within 2 weeks of any revisions made to this policy and/or related procedures and practices.

Such training will include the following:

- a. A review of the purposes of the AODA and the requirements of its Customer Service Standard.
- b. How to interact and communicate with persons with various types of disability.
- c. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
- d. How to use equipment or devices available on *Group Sani Marc* premises or otherwise provided by *Group Sani Marc* that may help with the provision of goods or services to a person with a disability.
- e. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.



Procedure: AODA - Policy  
Section: 4.01.0

Created: 2014/01/04  
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## Feedback Process

Dear Valued Customers and Visitors:

Group Sani Marc is committed to improving accessibility for People with Disabilities and complying with the mandatory Customer Service Accessibility Plan addressed in Ontario Regulation 429/07 (“Customer Service Standard”) under the *Accessibility for Ontarians with Disabilities Act* (“AODA”).

Group Sani Marc encourages feedback ensuring that it supports accessibility and inclusiveness in its workplace, and for the customers of and visitors to the company. In particular, Group Sani Marc invites input on how we can improve Accessibility in providing goods or services to People with Disabilities, so we can continually enhance our capabilities and support to the community. Those who wish to provide such Feedback are encouraged to do so, in any of the following ways:

- In person - Customer Care, Re: AODA - 190 Annagem Blvd, Mississauga, Ontario
- In writing - 190 Annagem Blvd, Mississauga, Ontario L5T 2V5
- By telephone - 905-795-1183 x 3628
- By delivering an electronic message by email to [AODA@sanimarc.com](mailto:AODA@sanimarc.com)
- By fax - 905-795-9406 or Toll Free 1 800-268-3762

All Feedback will be directed to the Customer Care Department.  
Group Sani Marc will provide timely responses to Feedback submitted, whenever possible.

Thank you  
Group Sani Marc

Procedure: AODA - Policy  
Section: 4.01.0

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### **Responsibilities**

Group Sani Marc is responsible for reviewing this policy annually and recommending amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations. Group Sani Marc will provide advice and direction on the implementation of this policy.

Supervisors will ensure that they and their employees are familiar with this policy.

### **Monitoring and Contraventions**

Managers will monitor current practices to ensure compliance. Failure to comply with this policy may result in disciplinary action, up to and including dismissal.



# AODA Policy

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## **Accessibility for Ontarians with Disabilities Act**

Feedback Policy  
January 2014

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## Accessibility for Individuals with Disabilities: Feedback Process

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Group Sani Marc is committed to improving accessibility for People with Disabilities and complying with the mandatory Customer Service Accessibility Plan addressed in Ontario Regulation 429/07 (“Customer Service Standard”) under the *Accessibility for Ontarians with Disabilities Act* (“AODA”).

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