

POLICY & PROCEDURE

**SUBJECT: ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE
 ACCESSIBILITY FOR ONTARIANS WITH DISSABILITIES ACT**

DATE REVIEWED: May 20, 2014

RECOMMENDED BY:



**DENIS OUELLET
VICE-PRESIDENT – HUMAN RESOURCES**

APPROVED BY



**GARY BELISLE
PRESIDENT**

1. OUR MISSION

The mission of Oldcastle Architectural Canada (Oldcastle) is to be a leader and pioneer in the manufacturing of concrete masonry and landscaping products.

2. OUR COMMITMENT

In fulfilling our mission, Oldcastle strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

3. DEFINITIONS

Disability – Defined under the Act as:

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

Assistive Device – Any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.

Service animal – An animal is a service animal for a person with a disability, if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support person – A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods or services.

4. CORE PRINCIPLES OF THE POLICY

We endeavour to ensure that the Policy and related practices, policies and procedures are consistent with the following four (4) core principles:

- 4.1 Dignity – Persons with disabilities must be treated as valued customers as deserving of service as any other customer.
- 4.2 Equality of Opportunity – Persons with disabilities should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.
- 4.3 Integration – Wherever possible, persons with disabilities should benefit from our goods and services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the person's individual needs and aligns with the four (4) core principles.
- 4.4 Independence – Goods and services must be provided in a way that respects the independence of persons with disabilities. To this end, we will always be willing to assist a person with a disability, but will not do so without the express permission of the person.

5. PROVIDING GOODS AND SERVICE TO PEOPLE WITH DISABILITIES

Oldcastle is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

5.1. Communication:

5.1.1. We will communicate with people with disabilities in ways that take into account their disability.

5.1.2. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

5.1.3. We will post signs in reception areas stating, "Please let us know if you require assistance."

5.2. Telephone Services

5.2.1. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

5.2.2. We will offer to communicate with customers by email if telephone communication is not suitable to their communication needs or is not available.

5.3. Assistive Devices

5.3.1. We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. If we are not able to remove any barrier, we will ask the person how he or she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make our best efforts to provide an alternative means of assistance for the person with a disability.

5.4. Billing

5.4.1. We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, e-mail, etc.

5.4.2. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

6. USE OF SERVICE ANIMALS AND SUPPORT PERSONS

6.1 Service Animals

6.1.1 We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

6.2 Support Persons

6.2.1. We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Oldcastle's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

7. NOTICE OF TEMPORARY DISRUPTION

Oldcastle will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. 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 the disruption relates to accessibility of content on www.permacon.ca, or our customer care line, notification will be posted on the home page of the website.

The notice will be placed at all public entrances and service counters on our premises.

8. TRAINING FOR STAFF

8.1 Employees to be Trained

Oldcastle will provide training to all employees and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

8.1.1. Customer Service Representatives

8.1.2. Sales Representatives

8.1.3. Managers

8.1.4. Supervisors

This training will be provided 30 days after staff commence their duties.

8.2 Training will Include the Following:

8.2.1. The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard

8.2.2. How to interact and communicate with people with various types of disabilities

8.2.3. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person

8.2.4. What to do if a person with a disability is having difficulty in accessing Oldcastle's goods and services

8.2.5. Oldcastle's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance with the requirements of the Standard.

9. FEEDBACK PROCESS

9.1 Feedback Process

It is our goal to meet and surpass customer expectations while serving all customers, including those with disabilities. Comments on our services regarding how well those expectations are being met are both welcomed and appreciated. Feedback regarding the way Oldcastle Architectural Canada provides services to people with disabilities can be made verbally or via email. All feedback will be directed to our Human Resources Department, who will in turn direct the feedback to the appropriate member of the management team for consideration. All feedback will be reviewed upon receipt and forwarded to the appropriate member of the management team, when required. Appropriate responses, where required, will be submitted to the person providing the feedback, where applicable, within five (5) business days.

9.2 Method of Providing Feedback

Feedback may be provided in person, at any one of Oldcastle Architectural Canada local offices, by telephone, in writing or by delivering an electronic text by email. Contact information is contained below.

Telephone: 1-800-363-1126 x 34340

Email : aoda.canada@oldcastle.com

Mail: 8145, rue Bombardier
Anjou (Québec)
H1J 1A5

9.3 Review Process

All feedback will be reviewed by an Oldcastle Architectural Canada staff member. Feedback is tracked and analyzed to facilitate continuous improvement in the way we provide service to persons with disabilities.

In certain circumstances, specific action may be required to effectively address feedback, including but not limited to conducting an internal investigation and/or review of Oldcastle policies, practices and procedures. In such circumstances the customer will receive an acknowledgement that their feedback has been received within five (5) business days and Oldcastle will respond as soon as is practicable thereafter. In any event, feedback will be provided to the appropriate policy or procedure owner and any required changes will be made within a reasonable period of time.

9.4 Complaints

If the feedback constitutes of a complaint about the accessibility of service to persons with disabilities, an attempt will be made to resolve it immediately. If this cannot be achieved, the complaint will be forwarded to the manager of the applicable Oldcastle Architectural Canada

business unit and responded to using the same means of communication that was used to provide the feedback. All reasonable efforts will be made to resolve the complaint.

10. MODIFICATIONS TO THIS OR OTHER POLICIES

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Oldcastle that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

11. DOCUMENTATION TO BE MADE AVAILABLE

This Policy, and related practices and protocols, shall be made available to any member of the public upon request.

Notification of same shall be posted on the Oldcastle website and at a conspicuous place at each premise to which this Policy applies.

12. FORMAT OF DOCUMENTS

Oldcastle will provide documents, or the information contained in documents, required to be provided under the Standard, to a person with a disability in a format that takes the person's disability into account.

13. QUESTIONS ABOUT THIS POLICY

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the Vice-President Human of Resources, Denis Ouellet. He can be reached by e-mail at aoda.canada@oldcastle.com, verbally at 1-800-363-1126 x 34340 or in writing to 8145, rue Bombardier, Anjou (Québec) H1J 1A5.