

# Accessible Customer Service Policy

Agilec is committed to providing services and information in a way that respects the dignity and independence of all people. This includes incorporating the principles of equal opportunity and integration into how we serve customers with disabilities.

This commitment is also reflected in our public Commitment to Diversity and Accessibility Statement.

We enact this policy by:

- Appointing an Accessibility Champion to lead our accessibility efforts.

**Accessibility Champion:**

Lisa Yassein

(905) 443-1001 ext. 2520

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- Complying fully with the accessibility laws of Ontario, including the Accessibility for Ontarians with Disabilities Act and the Human Rights Code.
- Creating and implementing a multi-year accessibility plan.
- Where appropriate, creating or modifying policies or practices.
- Regularly assessing our progress with respect to accessibility.

Every Agilec employee shares responsibility for ensuring that we honour this commitment.

## Accessible Customer Service Practices

### Information and Communication

At Agilec, we communicate in ways that are accessible to each customer.

Upon request, Agilec provides information in an accessible format or with communication support, free of charge and in a timely manner. In doing so we work with individuals to determine how best to meet their needs. When

necessary, Agilec obtain assistance from community partners who specialize in specific forms of communication.

We inform the public about the availability of accessible formats and communication supports through the Accessibility page on our website.

## **Website**

We ensure that Agilec's new or significantly refreshed websites and web content conform with Web Content Accessibility Guidelines (WCAG) 2.0 Level A.

## **Feedback**

At Agilec we want to meet or surpass customer expectations while serving all people. Comments regarding how well we are meeting those expectations are welcome and appreciated.

Agilec accepts customer feedback verbally, in writing, or electronically. Our documented process for responding to feedback, along with a form that may be used to provide feedback, is available on our website or upon request.

Feedback regarding the way Agilec provides services for people with disabilities is directed to Agilec's Accessibility Champion. Customers can expect acknowledgement of receipt of their feedback within one business day.

## **Assistive Devices**

Agilec welcomes people who use assistive devices to access our services and facilities. Employees are familiar with various assistive devices that may be used by customers, and receive training regarding how to interact with and support individuals who use such devices.

## **Use of Service Animals and Support Persons**

Agilec welcomes service animals and support persons into our locations. Individuals so accompanied have access to their service animal or support person at all times.

## Notice of Temporary Disruption

Agilec provides customers with as much advance notice as possible in the event of a planned service disruption. In the event of an unexpected disruption of service or office closure, Agilec posts a notice immediately. The notice includes information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. Notices are posted at the entrance and in a prominent public location within the facility. When possible, notices are also made available by other means including outgoing voicemail messaging, websites, and social media feeds.

## Training

Agilec provides accessible customer service training to all employees, volunteers, and others who deal with the public or third parties on our behalf, and all those who are involved in the development and approval of Agilec customer service policies, practices, and procedures.

This training is appropriate to the role of the individual, and includes:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- The requirements of the Accessibility Standards for Customer Service Regulation, and the Integrated Accessibility Standards that relate to the delivery of information and services.
- The Ontario Human Rights Code as it pertains to persons with disabilities.
- Agilec's policies and practices relating to providing services to persons with disabilities.
- 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 assistive devices available at Agilec premises.
- What to do if a person with a disability is having difficulty in accessing Agilec's goods and services.

Agilec employees are trained as soon as practicable, and on an ongoing basis when there are changes in roles or to Agilec's policies or practices. Agilec keeps records of the accessibility training we provide, including the dates of training and attendance.