

<b>ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE</b>	
<b>Procedure No.</b> HR-1.0	<b>Revision:</b> <b>Date:</b>
<b>Original Release Date:</b> January 1 <sup>st</sup> , 2012	<b>Review Date:</b>
<b>Approved By:</b>	
<b>BB</b>	<b>HC</b>
<b>CEO</b>	<b>VP OPERATIONS</b>

**1.0 Purpose**

The purpose of this policy is to develop, implement, and enforce accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods and services.

**2.0 Scope**

This policy has been developed in accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07 - Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. The regulation requires accessibility standards for customer service if the organization provides good or services to the public or other third parties.

All legislated changes impacting this policy will be reflected in CleanRiver, a division of Midpoint International (hereinafter referred to as “CleanRiver”) policy through updates, on an on-going basis. The policy will be reviewed annually in accordance with applicable legislation. No changes will be made to this policy before considering the impact on people with disabilities.

This policy applies to all employees of CleanRiver who interact with the public and other third parties.

**Our Commitment**

CleanRiver strives to provide our goods and services in a respectful and accessible manner to all customers, including persons with disabilities. Persons with disabilities will benefit from the same services, in the same place, in a similar way, as other customers. It is the commitment of CleanRiver to provide equitable treatment, with respect to providing our goods and services without discrimination in accordance with the provisions of the Ontario Human Rights Code.

When providing our goods and services to a person with a disability, we are committed to the following four core principles:

- Dignity – Our service should be provided in a method that allows a person with a disability to maintain self-respect and the respect of others.

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- Independence – We strive to provide an environment that allows a person with a disability to access our services without help from others.
- Integration – A person with a disability should be able to benefit from the same services as others. Only use an alternative method when it is necessary to allow a person with a disability to access our goods and services. If we are unable to remove a barrier, we need to offer other methods to provide services to people with disabilities, always remembering these principles.
- Equal Opportunity – We will use methods to provide goods and services to persons with disabilities such that they have the same opportunity as others to access our goods and services

### 3.0 Responsibilities

#### CEO, VP of Operations and Employees

- 3.1 The CEO and VP of Operations are responsible for and must do the following:
- Be knowledgeable of all related legislation
  - Provide training to all employees who interact with the public or other third parties
  - Establish a process for people to provide feedback on how goods or services are provided to people with disabilities and outline how you will respond and take action
  - Ensure policies, practices, and procedures are consistent with core principles of the standard
  - Complete and submit a Customer Service Accessibility Report to the Ministry of Community and Social Services by December 31<sup>st</sup> of each year
- 3.2 Employees are responsible for and must do the following:
- Comply with this policy
  - Attend training

### 4.0 Definitions

#### Disability (as per the Ontario Human Rights Code)

- (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,

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(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; (“handicap”)

Customers

People CleanRiver refers to as clients who receive goods or services from our organization.

Persons with Disabilities

Individuals who have a disability as defined under the Ontario Human Rights Code.

Barrier

Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or practice.

Accessible

Accessibility is the degree to which a product, device, service, environment, or facility is usable by as many people as possible, including persons with disabilities.

Goods and Services

The goods and services provided by CleanRiver.

Assistive Devices

A device used to assist a person with a disability in carrying out activities or in accessing the services of persons or organizations covered by the customer service standard. (i.e. canes, hearing aids, wheelchairs, etc.) Please refer to HR-2.0 Assistive Devices for further information.

Service Animals

A service animal is an 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
- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability

Guide Dog

A dog trained as a guide for a blind person and has the qualifications prescribed by the regulations of the Blind Persons’ Rights Act.

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Support Person

A support person is an individual hired or chosen by a person with a disability to accompany him or her in order to help with communication, mobility, personal care, medical needs or with access to goods or services.

Premises

Includes the buildings, land or grounds where goods or services provided.

**5.0 Procedure**

**Communication**

- 5.1 We will communicate with a person with a disability in a manner that takes into account his or her disability and offer communication methods that are suitable to his or her communication needs (i.e. e-mail, telephone, or in-person, etc.).
- 5.2 If a person with a disability requiring a wheelchair enters our premises, employees working at the reception counter are required to come out from behind the reception area to greet clients. If an extended client visit is required, suitable meeting accommodation will be arranged. Employees are required to take into consideration the person's disability when making arrangements. The boardroom in the front area can be used for extended client visits.
- 5.3 Employees are asked to open the main front doors if a person with a disability is entering our premises.
- 5.4 Employees shall inform persons with disabilities that there are wheelchair accessible washrooms located in Unit 2.
- 5.5 Promotional materials, such as our brochures and catalogues will be available in an accessible format upon request (i.e. small print vs. large print, offering an in-person meeting to review and read materials if requested, etc.).
- 5.6 Upon request, information provided on our company website will be offered in video or recorded format, phone support or in person client visits will be provided to read website material, and website information will be made available in large print format.

**Use of Guide Dogs and Service Animals**

- 5.7 We are committed to welcoming persons with disabilities accompanied by their guide dog or service animal. A person with a disability will be allowed to enter company premises with his or her service animal that are open to the public or third

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parties, unless the animal is otherwise excluded by another law. Company premises that are open to the public at CleanRiver include: washrooms, the main entrance, and common areas. At no time will a person with a disability who is accompanied by a service animal be prevented from having access to his or her service animal while on the premises.

If a service animal is excluded by law, use other measures to provide services to the person with a disability.

CleanRiver is permitted to ask for proof that the animal is a service animal. The person with a disability is required to provide a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service animals would not be permitted in the following areas:

- Server room
- Lunch room
- Plant

All employees will be trained on the different types of service animals, as well as how to properly interact with those using service animals.

**Support Persons**

5.8 We are committed to welcoming persons with disabilities who are accompanied by a support person. A person with a disability will be allowed to enter company premises with his or her support person that are open to the public or third parties. Company premises that are open to the public at CleanRiver include: washrooms, the main entrance, and common areas. 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.

**Assistive Devices**

5.9 We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure employees are trained on and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services. Please refer to HR-2.0 Assistive Devices for further information.

**Notice of Temporary Disruption of Service**

5.10 We will provide notice when facilities or services that people with disabilities rely on to access or use goods or services are temporarily disrupted. The notice will be placed in a conspicuous place in areas open to the public or third parties. The notice will include the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

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**Modifications to this policy and other policies**

- 5.11 CleanRiver will reassess how we provide goods and services to persons with disabilities as often as is necessary to ensure our goods and services are fully accessible. No changes will be made to this policy or other policies before considering the impact on persons with disabilities.

**Feedback Process**

- 5.12 Our ultimate goal is to meet and surpass customer expectations while serving customers with disabilities. Feedback regarding the way CleanRiver provides goods or services to people with disabilities can be submitted by e-mail, mail, or verbally via telephone or in-person.
- 5.13 Feedback can be submitted through the accessibility feedback form (HRF-1.0-A) on the CleanRiver website. The individual has the option of e-mailing the form to accessibility@cleanriver.com or calling the CleanRiver office.
- 5.14 When CleanRiver receives the accessibility feedback form, CleanRiver will strive to acknowledge receipt back to the individual within 24 to 48 hours, excluding weekends.
- 5.15 The **CEO or Marketing Director** in collaboration with Human Resources, must formally provide written response of the action taken or that will be taken to the individual **within 21 days**.
- 5.16 This procedure will be communicated, trained and evaluated as per HR-1.0 and HR-2.0

**Billing**

- 5.17 We are committed to providing accessible invoices to all of our customers. Invoices will be provided in alternate formats upon request. CleanRiver will answer any questions customers may have about their content of their invoice in person, by telephone or by e-mail.

**Training**

- 5.18 All employees will be trained on this policy and CleanRiver will maintain accurate records of training delivered to our employees. These records will be made available upon inspection as may be required.

**6.0 Associated Documents**

- HR-2.0 Assistive Devices
- HRF-1.0-A Feedback Form
- Training Records Form

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## 7.0 References

Accessibility Standards for Customer Service, Ontario Regulation 429/07 – Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Ministry of Community and Social Services

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