



## **HOBART CANADA**

### **Customer Service Accessibility Policy**

#### **Our Commitment**

Hobart Canada is committed to providing its goods and services in a manner that respects the dignity and independence of individuals with disabilities. The Company will take all reasonable measures to ensure that all customers, vendors, contractors and others with disabilities who access, or who wish to access, our goods and services have equal opportunity to do so.

This policy is made pursuant to the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* and the Accessibility Standards for Customer Service Regulation and applies to all of the Company's employees, volunteers, agents or contractors who interact with members of the public and our customers directly on the Company's behalf and those employees of the Company who are involved in policy and program development pursuant to the *Accessibility for Ontarians with Disabilities Act, 2005*.

For the purpose of this policy, "disability" is defined as:

- (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*.

#### **Assistive Devices**

The Company will facilitate the use of personal assistive devices and ensure that personnel are trained to assist individuals using personal assistive devices. Assistive devices can include communication aids, cognition aids and personal mobility aids.

#### **How we Communicate**

Communication is an important part of achieving accessibility. We are committed to ensuring that our personnel communicate in a manner that takes in to account a person's disability, using clear and plain language and alternative forms of non-verbal communication as appropriate.



### **Service Animals and Support Persons**

Unless otherwise excluded by law, Hobart Canada will ensure that all persons using a service animal, including a guide dog, are permitted access to our premises with their service animal and to keep the animal with him or her at all times. Where access is restricted for lawful purposes, we will endeavour to provide alternative means of access as appropriate.

For purposes of this policy, an animal is a “service animal”: 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.

Persons accompanied by a “support person” shall be permitted to have that individual with them at all times. For purposes of this policy, a “support person” is, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services. A support person can be a family member, professional or friend. Hobart Canada may, where there is a concern for the health and safety of the person with a disability or others, require a person with a disability to be accompanied by a support person.

### **Our Promise to you in the Event of Temporary Disruptions**

Should there be a disruption in any of the services used by persons with disabilities to access our facilities and goods and services, Hobart Canada will promptly post notice of the disruption and will provide information about the reasons for the disruption, the anticipated duration and description of alternative services in the affected location where available.

Hobart Canada will undertake all reasonable measures to promptly rectify any disruption as it arises.

### **Our Commitment to Education and Training**

The Company is committed to ensuring that the principles and policies set out in this document and in the *Accessibility for Ontarians with Disabilities Act, 2005* and the Accessibility Standards for Customer Service Regulation are respected and implemented to the highest standards. The appropriate personnel and other individuals who interact with members of the public and/or our customers on Hobart’s behalf, regardless of rank or seniority, will receive training on the requirements set out in this policy and specifically:

- The principles set out in the *Accessibility for Ontarians with Disabilities Act, 2005* and the Accessibility Standards for Customer Service Regulation;
- Hobart Canada’s customer service principles and policies;
- The manner in which to interact and communicate with persons with various types of disabilities;
- How to use assistive devices we may make available and the manner in which to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or support person; and



- What to do if a person with a particular type of disability is having difficulty accessing our goods and services.

Training will be provided on an ongoing basis.

All violations by personnel of this policy will be fully and promptly investigated and the appropriate corrective action will be undertaken by Hobart Canada.

This policy and the associated practices, procedures and training will be updated and amended as necessary to ensure ongoing compliance with the objectives of the *Accessibility for Ontarians with Disabilities Act, 2005* and the Accessibility Standards for Customer Service Regulation.

**Accessible Websites and Web Content:**

Hobart Canada will ensure that its websites, including web content on such site, conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA, except where meeting the requirement(s) is not practicable.

**Workplace Emergency Response Information:**

Hobart Canada will provide individualized workplace emergency response information to employees with disabilities where the disability is such that individualized information is necessary and Hobart Canada is aware of the need for accommodation. Hobart Canada will provide workplace emergency response information as soon as practicable after learning of the need for accommodation due to an employee's disability.

Where required, Hobart Canada will complete the Individualized Workplace Emergency Response Information Form, which is below in this policy, to document the need, assistance required, and designate a person or persons to provide assistance.

Hobart Canada will review individualized workplace emergency response information, at minimum, whenever:

- the employee moves to a different location within "Hobart Canada;
- the employee's overall accommodation needs or plans are reviewed; or
- Hobart Canada reviews its general emergency response policies.

**Feedback and Questions?**

If you have any questions about this policy, or our service, please let us know. Feedback on this policy and the company's accessibility measures is welcomed by Hobart Canada. Feedback can be provided through various means and in various forms, including:

Verbally to a representative of Hobart Canada

E-mail: [brigitte.marquis@hobart.ca](mailto:brigitte.marquis@hobart.ca)

Mail: 801-105 Gordon Baker Road, North York, Ontario M2H 3P8

Phone: [416-496-4307](tel:416-496-4307)

Effective January 1, 2012



All feedback received will be reviewed within a reasonable time period and Hobart Canada will take appropriate steps to address issues raised where necessary. Hobart Canada will not disclose personal information to any third party unless lawfully required.

**Copies**

Copies of this policy and all associated procedures are available upon request and in various formats.

**Reference**

*Accessibility for Ontarians with Disabilities Act, 2005*

The Accessibility Standards for Customer Service Regulation

Effective January 1, 2012



<b>AODA / IASR</b>		Date: _____
Location _____	Individualized Workplace Emergency Response Information (IWERI)	
<b>Employee Information:</b> <i>Form completed when the employer informed of a disability accommodation need, or a disability makes it necessary.</i>		
Name of Employee: _____		Does the employee experience any of the following that could impede the ability to quickly evacuate the workplace?
Department: _____		
Position: _____		Vision impairment/loss: Y or N: _____
Location of employee requiring accommodation: _____		Hearing impairment/loss: Y or N: _____
Supervisor: _____		Mobility limitations: Y or N: _____
Employee telephone/extension/cell #: _____		Other (specify): _____
<small>Note: Mobility limitations = interference with walking, using stairs, joint pain, use of mobility device (i.e. wheelchair, scooter, cane, crutches, walker, etc.)</small>		
<b>Communication Needs &amp; Accommodation's:</b> <i>Indicate the employee's preferred method of communication in an emergency situation. List any assistive devices and/or accommodations required. Examples: person with hearing impairment may require direct notification by their IWERI assisting employee, or an employee with any mobility limitations, requires their IWERI assisting person to assist in safety exiting facility.</i>		
<b>Emergency Assistance Required:</b> <i>Please indicate assistance required in the space below.</i>		
<b>Workplace Emergency Response Information to Employee:</b> <i>Please indicate what information is provided to the employee.</i>		
<b>IWERI Persons Involved :</b>		
Plan's Responsible Employee - Name & Signature: _____ Signature: _____ Date: _____		
I acknowledge that the information contained in this form is accurate and hereby authorize my Division to release applicable personal information contained within my IWERI to designated individuals within my Emergency Response Plan and emergency/first responders, in the event of a workplace emergency situation.		
Employee's Signature: _____ Signature: _____ Date: _____		
Assisting Employee's Name & Signature: _____ Signature: _____ Date: _____		
Assisting Employee's Name & Signature: _____ Signature: _____ Date: _____		
<small>Note: Minimum of 2 assisting persons is required &amp; they are not to be away from workplace at the same time.</small>		
<b>IWERI Plan review date:</b>		
Annual Review Date: (same as Emergency Response Policy review)		Date: _____
Review before the annual date if the employee's disability accommodations have changed.		Original form to HR - EE's file
Review before the annual date if employee's status has changed: (division, facility location, job function, staff assisting in IWERI, etc.)		cc: Supervisor/Mgr., HR, EE