

Century Concrete Products Limited

**ACCESSIBILITY STANDARDS FOR
CUSTOMER SERVICE POLICY**

Accessibility for Ontarians with Disabilities Act, 2005
Ontario Regulation 429/07

Table of Contents

Policy Statement	3
Commitment	3
Summary of Standard Requirements	4
Overview of the Accessibility for Ontarians Disabilities Act, 2005	5
Definitions	6
• Customer	6
• Employees	6
• Persons with Disabilities	6
• Service Animals	6
• Assistive Device	6
• Accommodation	6
Provisions of Goods & Services	7
• Support Persons & Service Animals	7
• Physical Disabilities	8
• Deaf, Deafened and Hard of Hearing	8
• Deaf-Blindness Disabilities	9
• Vision Disabilities	10
• Intellectual Disabilities	10
• Speech Disabilities	11
• Learning Disabilities	12
• Mental Health Disabilities	12
• Other Disabilities	12
Terminology – Speaking about Disabilities	13
Preferred Language and Phrases	14
Planned Disruption in Service - Notice	15
Unexpected Disruption in Service - Notice	15
Feedback	15
Customer Feedback Form	16

POLICY STATEMENT

It is the policy of Century Concrete Products to give people with disabilities the same opportunity of access to our services in the same location and in a similar way as these services are available to all others we serve.

Century Concrete Products Limited is committed to providing services to our customers and employees that are free of barriers and biases. We strive to ensure that key principles of independence, dignity, integration and equality of opportunity are reflected and valued in our work environment.

COMMITMENT

Century Concrete Products is committed to excellence in serving all customers including people with disabilities.

- Goods & services shall be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use personal assistive devices and/or support persons in the access of goods and services.
- Employees, when communicating with a person with a disability, shall do so in a manner that takes into account the person's disability.

Overview of the Accessibility for Ontarians with Disabilities Act, 2005

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed by the Ontario legislature with the goal of creating standards to improve accessibility across the province.

The AODA allows the government to develop specific standards of accessibility that are designed to help make Ontario more accessible.

One of the specific standards that has been developed, and made law, is the Accessibility Standards for Customer Service Regulation. It came into effect on January 1, 2008. This standard details specific requirements for all service providers. In general, providers must deliver service in a way that respects the dignity and independence of people with disabilities. Providers must also integrate services and provide equal opportunities for persons with disabilities to access those services.

SUMMARY OF STANDARD REQUIREMENTS

The following is a summary of requirements for the Accessibility Standards for Customer Service Policy:

1. Establish policies, practices and procedures on providing goods and services to people with disabilities.
2. Use reasonable efforts to ensure that policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.
3. Set a policy on allowing people to use their own personal assistive devices to access our goods and use our services and about any other measures our organization offers (assistive devices, services, or methods) to enable them to access our goods and use our services.
4. Communicate with a person with a disability in a manner that takes into account his or her disability.
5. Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises we own or operate that are open to the public, unless the animal is excluded by another law.
6. Permit people with disabilities who use a support person to bring that person with them while accessing good or services in premises open to the public or third parties.
7. Provide notice when facilities or services that people with disabilities rely on to access or use our goods or services are temporarily disrupted.

9. Train employees and any other people who interact with the public or other third parties on our behalf on a number of topics as outlined in the customer service standard.

11. Establish a process for people to provide feedback on how we provide goods or services to people with disabilities and how we will respond to any feedback and take action on any complaints.

12. Document in writing all our policies, practices and procedures for providing accessible customer service and meet other document requirements set out in the standard.

13. Notify customers that documents required under the customer service standard are available upon request.

14. When giving documents required under the customer service standard to a person with a disability, provide the information in a format that takes into account the person's disability.

DEFINITIONS

Customer: Any person who uses the services of Century Concrete Products. This includes end-users picking up product from the yard, truck drivers who work for supply yards picking up products, cemetery workers, funeral home staff etc.

Employees: Every person who deals with members of the public or other third parties on behalf of Century Concrete Products.

Persons with Disabilities:

As per the Ontario Human Rights Code, disability means:

- 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; (“handicap”)

Service Animals: Any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

Support Persons: Any person whether a paid professional, volunteer, family member, or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.

Assistive Device: Any device used by people with disabilities to help with daily living. Assistive devices include a range of products such as wheelchairs, walkers, white canes, oxygen tanks or electronic communication devices.

Accommodation: Is as means, through reasonable efforts, of preventing and removing barriers that impede individuals with disabilities from participating fully in our services.

PROVISION OF GOODS AND SERVICES

Century Concrete's Accessible Customer Service Policy follows four core principles:

1. Dignity
2. Independence
3. Integration
4. Equal Opportunity

What can you do to help people with disabilities access our services?

- Ask how you can help;
- Offer a variety of methods of communication and how to interact with customers;
- Understand the nature and scope of the service you offer.

Support Persons and Service Animals

Support people assist people with disabilities in a variety of ways, by assisting with communication such as an intervener sign language interpreter, or as a Personal Support Worker providing physical assistance. A support person may also be a volunteer, friend or relative who will assist and support the customer.

Service animals and support persons offer independence and security to many people with various disabilities. "Examples of service animals include dogs used by people who are blind, hearing alert animals for people who are deaf, deafened or hard of hearing, and animals trained to alert an individual to an oncoming seizure and lead them to safety." Some laws generally prohibit animals in certain areas- such as food preparation areas; however service animals are permitted in most public situations.

Best practices and procedures for Customer Service:

- Every employee shall use reasonable efforts to allow persons with disabilities to use their own assistive devices to access goods and/or services.
- Every employee shall allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law. Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to the persons with disabilities. Other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with disability.
- When a service animal is unruly or disruptive (jumping on people, biting, or other harmful behaviour) an employee may ask the person with a disability to remove the animal from the area or refuse access to goods or services. Other reasonable arrangements to provide goods or services shall be explored with the assistance of the person with a disability.
- Persons with disabilities may be accompanied by their support person while accessing goods and/or services.

Physical Disabilities

Physical disabilities include a range of functional limitations from minor difficulties in moving or coordinating one part of the body, through muscle weakness, tremors, and paralysis.

Physical disabilities may be congenital such as Muscular Dystrophy; or acquired, such as tendonitis. A physical disability may affect an individual's ability to:

- Perform manual tasks such as holding a pen, turning a key or grip a door knob;
- Move around independently;
- Control the speed or coordination of movements;
- Reach, pull or manipulate objects; and,
- Have strength or endurance.

Best practices and procedures for Customer Service:

There are many types and degrees of physical disabilities, and not all require a wheelchair.

It may be difficult to identify a person with a physical disability.

Tips for serving customers who have physical disabilities:

- Speak normally and directly to your customer. Don't speak to someone who is with them.
- People with physical disabilities often have their own way of doing things. Ask if they would like help.
- Wheelchairs and other mobility devices are part of a person's personal space.
- Don't touch, move or lean on them.
- If a counter is too high or wide, step around it to provide service.
- Provide seating for those that cannot stand or wait in line.
- Be patient. Customers will identify their needs to you.

Deaf, Deafened and Hard of Hearing

Hearing loss may cause problems in distinguishing certain frequencies, sounds or words. A person who is deaf, deafened, or hard-of-hearing may be unable to:

- Use a public telephone;
- Understand speech in noisy environments; and,
- Pronounce words clearly enough to be understood by strangers.
-

Best practices and procedures for Customer Service:

Like other disabilities, hearing loss has a wide variety of degrees. Remember, customers who are deaf or hard of hearing may require assistive devices when communicating.

Tips for serving customers who have hearing disabilities:

- Attract the customer's attention before speaking. The best way is a gentle touch on the shoulder or gently waving your hand.
- Always ask how you may help. Don't shout. Speak clearly.
- Be clear and precise when giving directions, and repeat or rephrase if necessary. Make sure you have been understood.
- Face the person and keep your hands and other objects away from your face and mouth.
- A person who is deaf people may use a sign language interpreter to communicate always direct your attention to the person who is deaf, not the interpreter.
- Any personal (e.g. financial) matters should be discussed in a private room to avoid other people overhearing.
- If the person uses a hearing aid, try to speak in an area with few competing sounds.
- If necessary, write notes back and forth to share information.

Deaf-Blindness Disabilities

Deaf-Blindness disabilities are a combination of hearing and vision loss. The result for a person who is deaf-blind is significant difficulty accessing information and performing daily activities. Deaf-blindness interferes with communication, learning, orientation and mobility.

People who are deaf-blind communicate using various sign language systems, Braille, telephone devices, communication boards and any combination thereof. Many people who are deaf-blind use the services of an Intervener who relays information and facilitates auditory and visual information and acts as a sighted guide.

Best practices and procedures for Customer Service:

An intervener, a professional who helps with communicating, will accompany most people who are deaf-blind.

Interveners are trained in special sign language that involves touching the hands of the client in a two-hand, manual alphabet or finger spelling, and may guide and interpret for their client.

Tips for serving customers who are deaf-blind:

- Do not assume what a person can or cannot do. Some people who are deaf-blind have some sight or hearing, while others have neither.
- A customer who is deaf-blind is likely to explain to you how to communicate with them or give you an assistance card or a note explaining how to communicate with them.
- Do not touch or address the service animals – they are working and have to pay attention at all times.
- Never touch a person who is deaf-blind suddenly or without permission unless it's an emergency.

- Understand that communication can take some time- be patient.
- Direct your attention to you customer, not the Intervener.

Vision Disabilities

Vision disabilities can include a loss of peripheral or side vision, or a lack of central vision, which means the person cannot see straight; very few people are totally blind. Many have limited vision such as tunnel vision, where a person only sees ahead. Some can see the outline of objects while others can see the direction of light. Vision loss may result in:

- Difficulty reading or seeing faces;
- Difficultly maneuvering in unfamiliar places;
- Inability to differentiate colours or distances;
- A narrow field of vision;
- The need for bright light, or contrast
- Night blindness.

Best practices and procedures for Customer Service:

Vision disabilities may restrict your customers' abilities to read signs, locate landmarks or see hazards. In some cases, it may be difficult to tell if a person has a vision disability. Others may use a guide dog or white cane.

Tips for serving customers who have vision disabilities:

- Verbally identify yourself before making physical contact.
- If the person uses a service animal- do not touch or approach the animal- it is working.
- Verbally describe the setting, form, location as necessary.
- Offer your arm to guide the person. Do not grab or pull.
- Never touch your customer without asking permission, unless it is an emergency.
- Don't leave your customer in the middle of a room. Show them to a chair, or guide them to a comfortable location.
- Don't walk away without saying good-bye.

Intellectual Disabilities

Intellectual disabilities affect a person's ability to think and reason. It may be caused by genetic factors such as Downs Syndrome, exposure to environmental toxins, such as Fetal Alcohol Syndrome, brain trauma or psychiatric disorders. A person with an intellectual disorder may have difficulty with:

- Understanding spoken and written information;
- Conceptual information;
- Perception of sensory information; and,
- Memory.

Best practices and procedures for Customer Service:

People with intellectual or developmental disabilities may have difficulty doing many

things most of us take for granted. These disabilities can mildly or profoundly limit one's ability to learn. You may not be able to know that someone has this disability unless you are told, or you notice the way people act, ask questions or use body language.

As much as possible, treat your customers with an intellectual or developmental disability like anyone else. They may understand more than you think, and they will appreciate you treating them with respect.

Tips for serving customers who have an intellectual or developmental disability:

- Do not assume what a person can or cannot do.
- Use clear, simple language.
- Be prepared to explain and provide examples regarding information.
- Remember that the person is an adult and unless you are informed otherwise, can make their own decisions.
- Be patient and verify your understanding.
- If you can't understand what is being said, don't pretend. Just ask again.
- Provide one piece of information at a time.
- Speak directly to your customer, not to their companion or attendant.

Speech Disabilities

Speech disabilities involve the partial or total loss of the ability to speak. Typical disabilities include problems with:

- Pronunciation;
- Pitch and loudness;
- Hoarseness or breathiness; and,
- Stuttering or slurring.

Best practices and procedures for Customer Service:

Some people have problems communicating. It could be the result of cerebral palsy, hearing loss, or another condition that makes it difficult to pronounce words, causes slurring or stuttering, or not being able to express oneself or understand written or spoken language.

Some people who have severe difficulties may use communication boards or other assistive devices.

Tips for serving customers with speech or language impairments:

- If possible communicate in a quiet environment;
- Give the person your full attention. Don't interrupt or finish their sentences;
- Ask them to repeat as necessary, or to write their message;
- If you are able, ask questions that can be answered 'yes' or 'no';
- Verify your understanding; and,
- Have patience, respect and willingness to find a way to communicate are your best tools.

Learning Disabilities

Learning disabilities include a range of disorders that effect verbal and non-verbal information acquisition, retention, understanding and processing. People with a learning disability have average or above average intelligence, but take in and process information and express knowledge in different ways. Learning disabilities can result in:

- Difficulties in reading;
- Problem solving;
- Time management;
- Way finding; and,
- Processing information.
-

Best practices and procedures for Customer Service:

- Learning disabilities are generally invisible and ability to function varies greatly-respond to any requests for verbal information, assistance in filling in forms and so on with courtesy.
- Allow extra time to complete tasks if necessary.

Mental Health Disabilities

Mental health disabilities include a range of disorders; however, there are three main types of mental health disability:

- Anxiety;
- Mood; and,
- Behavioral.

People with mental health disabilities may seem edgy or irritated; act aggressively; be perceived as pushy or abrupt; be unable to make a decision; start laughing or get angry for no apparent reason.

Best practices and procedures for Customer Service:

- Treat each person as an individual. Ask what would make him/her the most comfortable and respect his/her needs to the maximum extent possible.
- Try to reduce stress and anxiety in situations.
- Stay calm and courteous, even if the customer exhibits unusual behavior, focus on the service they need and how you can help.

Other Disabilities

Other disabilities result from a range of other conditions, accidents, illnesses and diseases including ALS, asthma, diabetes, cancer, HIV/AIDS, environmental sensitivities, seizure disorders, heart disease, stroke and joint replacement.

TERMINOLOGY – SPEAKING ABOUT DISABILITIES

The following is an excerpt from the Ministry of Community and Social Services.
[http://www.mcsc.gov.on.ca/mcss/english/how/howto_choose.htm]

“Words can influence and reinforce the public’s perception of people with disabilities. They can create either a positive view of people with disabilities or an indifferent, negative depiction. Here are some general tips that can help make your communication and interactions with or about people with all types of disabilities more successful.

- Use disability or disabled, not handicap or handicapped.
- Never use terms such as retarded, dumb, psycho, moron or crippled. These words are very demeaning and disrespectful to people with disabilities.
- Remember to put people first. It is proper to say person with a disability, rather than disabled person.
- If you don’t know someone or if you are not familiar with the disability, it’s better to wait until the individual describes his/her situation to you, rather than to make your own assumptions. Many types of disabilities have similar characteristics and your assumptions may be wrong.”

PREFERRED LANGUAGE AND PHRASES

The following preferred words or phrases will help you choose language that is neither demeaning nor hurtful.

INSTEAD OF	PLEASE TRY TO SAY
Afflicted by / victims of / stricken with cerebral palsy, multiple sclerosis, etc.	Person who has cerebral palsy. Person who has multiple sclerosis. Person with a disability etc.
Aged (the), Elderly (the)	Seniors, older adults.
Autistic	A person with autism. A person who has autism.
Birth defect, congenital defect, deformity	A person who has a congenital disability. A person with a disability from birth.
Blind (the), visually impaired (the)	A person who is blind. A person with a vision disability. A person with vision loss. A person with visual impairment. A person with low vision.
Brain damaged	A person with a brain injury. A person with a head injury.
Crazy, insane, lunatic, psycho, mental, mental patient, maniac, neurotic, psychotic, unsound mind, schizophrenic	A person with a mental disability. A person who has depression. A person with schizophrenia.
Confined to a wheelchair, wheelchair bound	A person who uses a wheelchair.
Cripple, crippled, lame	A person with a disability. A person with mobility impairment.
Deaf (the), hearing impaired (the)	A person who is deaf (person with profound hearing loss who communicates using sign language.) A person who is deafened (deaf later in life.) A person who is hard of hearing (person with hearing loss who communicates primarily by speech.) A person with a hearing loss.
Disabled (the)	People with disabilities.
Hidden disability	Non-visible disability.
Learning disabled, learning disordered, the dyslexics	A person with a learning disability or people with learning disabilities.
Mentally retarded, idiot, simple, retarded, feeble minded, imbecile	A person with an intellectual disability. A person with a developmental disability.
Midget, Dwarf	A person of short stature. A person who has a form of dwarfism. A little person.
Mongoloid. Mongolism	Person with Down Syndrome.
Normal	Person who is not disabled. Person who is able bodied. Specifically, a person who is sighted, a hearing person, a person who is ambulatory.
Physically Challenged	Person with a physical disability.
Stutterer	Person with a speech impairment or impediment.
Visually impaired	Person with a visual impairment / vision disability.

PLANNED DISRUPTION IN SERVICE – NOTICE

It is possible that from time to time, there will be disruptions in service, such as an entranceway that is under repair, renovations that limit access to an area, etc.

If a disruption in service is planned and expected, we will provide notice and will include information about the reason for disruption, its anticipated duration, and a description of alternative services, if available.

In the event of a service disruption, alternative methods of service may be considered and those impacted by service interruption shall be informed of any alternative methods.

UNEXPECTED DISRUPTION IN SERVICE - NOTICE

In the unlikely event of an unexpected disruption in service, notice may be provided in a variety of ways and will be done as quickly as possible. We will provide notice on our websites and will include information about the reason for disruption, its anticipated duration, and a description of alternative facilities or services, if available.

In the event of a service disruption, alternative methods of service may be considered and those impacted by service interruption shall be informed of any alternative methods.

FEEDBACK

Feedback from our customers as well as employees gives us the opportunity to learn and improve. We recognize the right of our customers to make a complaint, compliment or make suggestions on ways to improve our services.

To assist us in ensuring that the delivery of goods and service to those with disabilities is provided in an effective and timely manner, our customers are invited to offer their feedback.

Century Concrete Products Limited

CUSTOMER FEEDBACK FORM

(this form is also available on our websites www.centurywilbert.com and www.centuryconcrete.ca)

Thank you for visiting our facility. We value all of our customers and strive to meet everyone's needs. Your feedback is important to us. By answering the following questions you will help us to better assist you.

Date and time of your visit:

Did we respond to your customer services needs today?

Yes No

Was our customer service provided to you in an accessible manner?

Yes No Somewhat

Did you encounter any problems in accessing our goods and services?

Yes No Somewhat

Please elaborate on the above add any other comments you may have:

Contact Information (optional)
