

<b>ACCESSIBILITY STANDARD CUSTOMER SERVICE</b>		
Revision Date & No.: 11212011.000		
Approved By: Human Resources Manager	Date: November 21, 2011	Page 1 of 6

## **1 POLICY**

- 1.01 The mission of Hunter Douglas Canada LP is to provide accessible customer service to people with disabilities.
- 1.02 Our commitment in fulfilling our mission is to strive at all times to provide our 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.
- 1.03 Reasonable efforts will be made to ensure that:
- a) Persons with disabilities are provided with equal opportunity to obtain, use and benefit from Hunter Douglas Canada LP goods and services.
  - b) Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.
  - c) The goods and services provided to persons with disabilities are integrated with the provision to others unless an alternative measure is necessary to allow a person with a disability to benefit; the alternative measure may be temporary or permanent.
  - d) Communications with a person with a disability are conducted in a manner that takes the person's disability into account.
  - e) Persons with disabilities may use assistive devices, services animals and support persons as is necessary to access Hunter Douglas Canada LP goods and services unless superseded by other legislation.

## **2 PURPOSE**

- 2.01 This policy and its procedures address the accessibility requirements of Regulation 429/07 Accessibility Standards for Customer Service under the **Accessibility for Ontarians with Disabilities Act**.

## **3 SCOPE**

- 3.01 This policy applies to all employees and facilities of Hunter Douglas Canada LP in Ontario.

## **4 RESPONSIBILITY**

- 4.01 It is the responsibility of the managers and/or immediate supervisors and/or department heads to ensure that all employees follow the guidelines set out in this policy.

<b>ACCESSIBILITY STANDARD CUSTOMER SERVICE</b>		
Revision Date & No.: 11212011.000		
Approved By: Human Resources Manager	Date: November 21, 2011	Page 2 of 6

- 4.02 Each manager and/or immediate supervisor and /or department head is responsible to ensure all employees are trained under Accessibility Standards for Customer Service and this policy, practices and procedure.

## 5 DEFINITIONS

- 5.01 **“Assistive Devices”** are auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (e.g., canes, crutches, wheelchairs or hearing aids)
- 5.02 **“Disability”**, as per the Ontario Human Rights Code, means
- a) Any degree of physical, infirmity, malformation or disfigurements 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 medical 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**.
- 5.03 **“Employees”** means every person who deals with members of the public or other third parties on behalf of Hunter Douglas Canada LP, whether the person does so as an employee, agent or otherwise.
- 5.04 **“Persons with Disabilities”** are individuals who have a disability as defined under the Ontario **Human Rights Code** (and above).
- 5.05 **“Service Animals”** are animals individually trained to do work or perform tasks for the benefit of a person with a disability.

<b>ACCESSIBILITY STANDARD CUSTOMER SERVICE</b>		
Revision Date & No.: 11212011.000		
Approved By: Human Resources Manager	Date: November 21, 2011	Page 3 of 6

- 5.06 **“Support Persons”** are any persons, whether a paid professional, volunteer, family member, or direct friend, who accompany a person with a disability in order to help with communications, personal care or medical needs, or with access to goods and services.

## **6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE**

Disciplinary Policy

Accessibility for Ontarians with Disabilities Act, 2005

Accessibility Standards for Customer Service, Ontario Regulation 429/07

## **7 PROCEDURES**

Hunter Douglas Canada LP 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:

### **7.01 Communication**

- a) We will communicate with people with disabilities in ways that take into account their disability.
- b) We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

### **7.02 Telephone services**

- a) We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
- b) We will offer to communicate with customers by email and Relay Service, if telephone communication is not suitable to their communication needs or is not available.

### **7.03 Assistive Devices**

Persons with disabilities may use assistive devices as required in accessing goods and/or services provided by Hunter Douglas Canada LP.

<b>ACCESSIBILITY STANDARD CUSTOMER SERVICE</b>		
Revision Date & No.: 11212011.000		
Approved By: Human Resources Manager	Date: November 21, 2011	Page 4 of 6

#### 7.04 Billing

- a) 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, email, pdf, on line via direct connect.
- b) We will answer any questions customers may have about the content of the invoice by telephone or email.

#### 7.05 Use of service animals and support persons

- a) 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.
- b) We will also ensure that all staff is properly trained in how to interact with people with disabilities who are accompanied by a service animal.
- c) 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 Hunter Douglas Canada LP's premises with his or her support person. At no time will a person be prevented from having access to his or her support person while on our premises.
- d) It is the responsibility of the person using the service animal to ensure that the service animal is kept in control at all times.

#### 7.06 Notice of temporary disruption

- a) Hunter Douglas Canada LP 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.
- b) The notice will be placed at the Service Centre and Reception on our premises.
- c) In the event of an unexpected disruption, notice will be provided as soon as possible.

<b>ACCESSIBILITY STANDARD CUSTOMER SERVICE</b>		
Revision Date & No.: 11212011.000		
Approved By: Human Resources Manager	Date: November 21, 2011	Page 5 of 6

#### 7.07 Training our staff

- a) Hunter Douglas Canada LP will provide training to all employees 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.
- b) This training will be provided as soon as practicable upon an individual being assigned the applicable duties as well as on an ongoing basis as changes occur to Hunter Douglas Canada LP's policies, procedures and practices governing the provision of goods or services to persons with disabilities.
- c) Training will include the following:
  - The purposes of the **Accessibility for Ontarians with Disabilities Act** and the requirements of the customer service standard
  - 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 equipment or devices available on provider's premises or otherwise that may help with the provision of goods or services to people with disabilities
  - What to do if a person with a disability is having difficulty in accessing Hunter Douglas' goods and services

#### 7.08 Feedback process

- a) The ultimate goal of Hunter Douglas Canada LP is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.
- b) Feedback regarding the way Hunter Douglas Canada LP provides goods and services to people with disabilities can be made in person, by telephone, in writing or by email. All feedback will be directed to the Human Resources Manager. Customers can expect to hear back within thirty (30) days.
- c) Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

<b>ACCESSIBILITY STANDARD CUSTOMER SERVICE</b>		
Revision Date & No.: 11212011.000		
Approved By: Human Resources Manager	Date: November 21, 2011	Page 6 of 6

7.09 Modifications to this or other policies

- a) We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no charges will be made to this policy before considering the impact on people with disabilities.
- b) Any policy of Hunter Douglas Canada LP that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

7.10 Questions about this policy:

- a) 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 Hunter Douglas Canada LP.
- b) A copy of this policy is available upon request by contacting the Human Resources Manager.
- c) The Policy document will be provided in a format that takes into account the person's disability.

**8 RECORD KEEPING**

Hunter Douglas will maintain accurate records of training delivered to our staff and make these records available for inspection as may be required.