

Accessible Customer Service Policy Accessibility for Ontarians with Disabilities Act

Effective: January 1, 2012

PURPOSE

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is Provincial Legislation with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Ontario Regulation 429/07 entitled "Accessibility Standards for Customer Service" came into force on January 1, 2008. This regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public or other third parties.

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act 2005*, and applies to the provision of good and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Premier Truck Group, (hereinafter referred to as PTG) shall follow the principles of dignity, independence, integration and equal opportunity.

SCOPE

The following policy is applicable to:

1. The provision of goods and services at premises owned or leased and operated by PTG.
2. This policy applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of PTG, including when the provision of goods and services occurs off the premises of PTG such as in: delivery services, drivers.
3. This policy will address the use of guide dogs, service animals and service dogs. The use of such animals only applies to the provision of goods and services that take place at premises owned and operated by PTG.
4. This policy will also apply to all persons who participate in the development of PTG's policies, practices and procedures governing the provision of goods and services to member of the public or third parties.

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COMPANY POLICY

It is the policy of PTG that all work environments are maintained free from discrimination and harassment as prohibited by the Ontario Human Rights Code (1962), and the Accessibility for Ontarians with Disabilities Act (1995) (AODA).

It is the policy of PTG that every employee and customer has a right to equitable treatment with respect to employment, services, goods, facilities, accommodation, without discrimination in accordance with the provisions of the Ontario Human Rights Code (1962).

PTG is committed to providing accessible service for its customers. Goods and services will be provided in a manner that is based upon the principles of dignity, independence, integration and equal opportunity to all of its customers. The provision of goods and services to persons with disabilities will be integrated wherever possible. Persons with disabilities will benefit from the same services, in the same place and in a similar way as other customers.

DEFINITIONS (from Accessibility for Ontarians with Disabilities Act, 2005)

Disability:

- 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;

Accessible:

- a) Capable of being entered or reached, approachable; easy to get at;
- b) Capable of being influenced, obtainable; able to be understood or appreciated.

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Assistive Device:

A technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Dignity:

Respecting and treating every person including persons with a disability as valued and as deserving of effective and full service as any other customer.

Independence:

Freedom from control or influence of others, freedom to make your own choices.

Guide Dog:

is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Right Act*, to provide mobility, safety, and increased independence for people who are blind.

Service Animals:

As reflected in Ontario Regulation 429/07, an animal is a service 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 an animal for reasons relating to the disability.

Service Dog:

As reflected in Health Protection and Promotion Act, Ontario Regulation 562 a dog other than a guide dog for the blind is a service dog if:

- It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- Or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person:

As reflected in Ontario Regulation 429/07, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services

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GENERAL PRINCIPLES

In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, this policy will address the following:

- A. The provision of Goods and Services to Persons with Disabilities;
- B. The use of Assistive Devices
- C. The use of guide dogs, Service Animals and Service Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Customer Feedback
- G. Training
- H. Notice of Availability and Format required documents

A. The Provision of Goods and Services to Persons with Disabilities

PTG will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all customers receive the same value and quality;
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's disability

B. Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by PTG.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will not be provided in a location that meets the needs of the customer.

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C. Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. “No Pet” policies do not apply to guide dogs, service animals and/or service dogs.

PTG will ensure that access, use and benefit of goods or services are not compromised for persons with disabilities who are accompanied by either a guide or service dog, or a service animal.

Service animals such as, but not limited to Guide dogs, Hearing dogs, Seizure response dogs, and other certified service animals shall be permitted entry to all PTG’s facilities that are open to the public.

Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, PTG may request verification from the customer.

Verification may include:

- A letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability.
- A valid identification card signed by the Attorney General of Canada; or;
- A certificate of training from a recognized guide dog or service animal training school.

Care and Control of the Animal:

The customer that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

Allergies:

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, PTG will make all reasonable efforts to meet the needs of all individuals.

D. SUPPORT PERSONS

PTG is committed to welcoming customers 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 PTG’s premises with his or her support person. 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 the PTG’s premises.

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The customer shall determine whether a support person is necessary, however, where an employee believes that a support person should be in attendance to protect the health and safety of the customer or others, the following criteria shall be used in consulting with the customer:

- when there is a significant risk to the health and safety of the person with a disability or to others (the mere possibility of risk is insufficient);
- when the risk cannot be eliminated or reduced by other means;
- when the assessment of the risk is based on consideration of the duration of the risk, the nature and severity of the potential harm, the likelihood that the potential harm will occur, and the imminence of the potential harm; and
- when the assessment of the risk is based on the individual's actual characteristics, not merely on generalizations, misperceptions, ignorance or fears about a disability.

E. NOTICE OF DISRUPTIONS IN SERVICE

In the event that a planned temporary service disruption occurs that would limit a person with a disability from gaining access to HTCI'S facilities, PTG will make the disruption known to customers in the following ways:

- The Human Resources Department will post notice of the service disruption in and around the building in the area where the service disruption will take place.
- Messages will be posted on the PTG web site at www.premiertruck.com
- Notices of service disruption will be announced over the Company's voicemail telephone system.

Notices will include information about the reason for the disruption, its anticipated duration, alternate service locations if applicable, and a description of alternative facilities or services if available from the affected service department.

F. CUSTOMER FEEDBACK PROCESS

PTG will provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available by email, upon request.

Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email,) will be available upon request.

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Submitting Feedback:

Customers can submit feedback to:

Dana Syriani, Human Resources

Direct Line: 905.565.3378

Email: dsyriani@premiertruck.com

Fax: 905.564.8292

Mail: 7035 Pacific Circle, Mississauga, Ontario L5T 2A8

Or Visit the website : www.premiertruck.com to obtain the customer feedback form.

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to any PTG employee.

Customers that provide feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

G. TRAINING

Training will be provided to:

- a) All employees (including full time and part time employees), volunteers, or other third parties who act on behalf of PTG.
- b) Those involved in the development and approval of customer service policies, practices and procedures.

Training will cover the following; as reflected in Ontario Regulation 429/07, regardless of the format:

- A review of the purpose of the Accessibility of Ontarians with Disabilities Act, 2005.
- A review of the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices
 - require assistance of a guide dog, service dog or other service animal or
 - require the use of a support person
- Instructions on how to use equipment or devices that are available at our premises that we provide that may help people with disabilities.

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- Instructions on what to do if a person with a disability is having difficulty accessing PTG's services.
 - All employees will be trained on PTG's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule:

PTG will provide training as soon as practicable. Training will be provided to new employees, volunteers, and or contractors who deal with the public or act on our behalf during orientation. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Record of Training:

PTG will keep accurate training records which will include the dates training took place and the number of employees who attended the training.

Notice of Availability and Format of Documents:

PTG shall notify customers that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by PTG, PTG's website and/or any other reasonable method.