

# Customer Service Accessibility Policy

## Context / Introduction

- 1.1 Ariva is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities.

## Objectives

- 2.1 The purpose of this policy is to establish how Ariva will provide access to goods or services to the public and other third parties that do business with Ariva with disabilities in a manner that is consistent with the principles of independence, dignity, integration and equality of opportunity and that is in compliance with Ontario Regulation 429/07 (the "Customer Service Standard") under the *Accessibility for Ontarians with Disabilities Act* ("AODA").

## Scope

- 3.1 This policy is applicable specifically to all Ariva locations in Ontario which are governed by the AODA and the Regulation. The policy is intended to assist in meeting the accessibility needs of persons with disabilities.

## Policy

- 4.1 Ariva recognizes the importance of:
  - Providing access to goods and services for individuals with disabilities;
  - Openly communicating and responding to the needs of persons with disabilities in order to provide them with the same services, in the same place and in a similar way as other customers;
  - Complying with the mandatory Customer Service Standard addressed in the AODA.
- 4.2 **Communication** – We will communicate with persons with disabilities in a manner that takes into account their disabilities. We will consider how a person's disability may affect the way in which he or she expresses, receives or processes communications and, where possible, ask the person how to best communicate with him or her.
- 4.3 **Assistive Devices** – We are committed to servicing persons with disabilities who use assistive devices to obtain or benefit from our goods and services. Assistive devices that may be used by individuals with disabilities will be welcome on our premises open to the public or other third parties. In the event where a person with disabilities is unable to access our building, due to structural limitations, we are committed to providing an alternative method of obtaining, using or benefiting from our goods and services.
- 4.4 **Service Animals** – Ariva welcomes guide dogs or other animals that serve people with disabilities in those areas of our premises that are open to persons with disabilities and will permit the person with disability to keep the service animal with him or her while on our premises.

Accessibility  
for Ontarians  
with  
Disabilities Act



## Accessibility for Ontarians with Disabilities Act



- 4.5 **Support Persons** – Ariva welcomes persons who support persons with disabilities to accompany them onto our premises open to the public or other third parties. 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.
- 4.6 **Temporary Unavailability of Access to Goods and Services** – in the event that our facility or service is expected in advance to become temporarily unavailable we will provide advance notice of the disruption. If the disruption is unexpected, the notice will be provided as soon as the anticipated disruption becomes known. The notices will:
- Explain the reason for and anticipated length of the disruption; and
  - Provide a description of and indicate the location of an alternative facility or service that is accessible to persons with disabilities, if available.

This notice will be placed at all points of entry to our building and on our website.

- 4.7 **Training** – Ariva will provide training to all employees who interact with the public or other third parties on their behalf. The training will include the following:
- An overview of the AODA and the Customer Service Standard;
  - How to interact, communicate and assist people with disabilities, and in particular, people with assistive devices or require the assistance of a service animal or support person;
  - Ariva’s policies, practices and procedures relating to the Customer Service Standard;
  - How to assist a person with a disability who is having difficulty accessing our facility, goods or services.

Ariva will keep a log of all of the training provided documenting who was trained, on what and when.

- 4.8 **Customer Access to this Policy** – a notice advising customers how they can request a copy of this Policy and all related documents will be posted on Ariva’s website and at reception. We will strive to provide persons with disabilities who request a copy of this Policy with a format that takes into account their disability.
- 4.9 **Feedback Process** – Ariva invites feedback on the way that it provides goods or services people with disabilities. Those who wish to provide such feedback are encouraged to do so:
- In person;
  - By telephone;
  - In writing;
  - By e-mail;
  - Via website;
  - Or otherwise.

All feedback will be directed to Ariva Human Resources, 1330 Courtneypark Dr., Mississauga, ON, L5T 1K5. Customers can expect a response regarding their feedback within ten to fifteen business days.

## Policy Administration

- 5.1 For information about this policy, please contact Ariva Human Resources.
- 5.2 Any policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.
- 5.3 Ariva reserves the right to amend, delete or add to its policy or to any of its provisions.

# Accessibility for Ontarians with Disabilities Act

