

**HUMAN RESOURCES MANUAL**

**Section:** Customer Service  
**Subject:** Goods and services for people with disabilities  
**Dated:** January 1, 2020

**POLICY**

Direct Multi-Pak Mailing Ltd. (PTM) is committed to excellence in serving all customers including people with disabilities.

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 service and allowing them to benefit from the same services, in the same place and in a similar way as the other customers.

Reasonable efforts will be made to ensure that:

Persons with disabilities are provided equal opportunity to obtain, use and benefit from Direct Multi-Pak Mailing Ltd. (PTM) goods and services;

Goods and services are provided in a manner that respects the dignity and independence of person with disabilities;

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 disability to benefit; the alternative measure may be temporary or permanent;

Communications with a person with a disability are conducted in a manner that takes the person's disability into account;

Persons with disabilities may use assistive devices, service animals and support persons as is necessary to access Direct Multi-Pak Mailing Ltd. (PTM) goods and services unless superseded by other legislation.

**PURPOSE**

The purpose of this policy and its procedures address the accessibility s requirements of regulation 429/07 Accessibility for Ontarians with Disabilities Act.

**SCOPE**

The policy applies to all employees and all facilities of Direct Multi-Pak Mailing Ltd. (PTM) in Ontario.

**RESPONSIBILITY**

It is the responsibility of the managers and or immediate supervisors to ensure all employees follow the guidelines set out in the policy.

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Each Manager and/or immediate supervisor is responsible to ensure all employees are trained under the Accessibility Standards for Customer Services and this policy, practices and procedures.

### **DEFINITION**

“Assistive Devices” are auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (e.g. canes, crutches, wheelchairs and hearing aids)

“Disability” as per the Ontario Human Rights Code, 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, and brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or devices;

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.

“Employees” means every person who deals with members of public or other third parties on behalf of Direct Multi-Pak Mailing Ltd. (PTM) whether the person does so as an employee, agent, and volunteer or otherwise

“Person with Disabilities” is individuals who have a disability as defined under the Human Rights Code and above

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

### **PROCEDURE**

#### **Communication**

Direct Multi-Pak Mailing Ltd. (PTM) will:

- communicate with people with disabilities in ways that take into account their disabilities
- train staff who communicate with customers on how to interact and communicate with people with various types of disabilities

#### **Telephone services**

Direct Multi-Pak Mailing Ltd. (PTM) will:

- provide 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 slow
- offer to communicate with customers by email or fax if telephone is not suitable to their communication needs or is not available

**Assistive devices**

Direct Multi-Pak Mailing Ltd. (PTM) will:

- serve people with disabilities who use assistive devices to obtain, use of benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

**Billing**

Direct Multi-Pak Mailing Ltd. (PTM) will:

- provide 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, etc.
- answer any questions customers may have about the content of the invoice in person, by telephone or email

**Use of service animals and support persons**

Direct Multi-Pak Mailing Ltd. (PTM) will:

- welcome people with disabilities who are accompanied by service animal on all parts of our premise
- ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal
- welcome people with disabilities who are accompanied by a support person. Any person will be allowed to enter the companies' 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 premises
- Fees will not be charged for support persons

**Notice of temporary disruption**

Direct Multi-Pak Mailing Ltd. (PTM) will:

- provide customers with notice in the event of a planned or unexpected disruption in the facilities
- place notice at reception

**Training for staff**

Direct Multi-Pak Mailing Ltd. (PTM) will:

- provide training to all employees, volunteers and others 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 procedure
- provide training no less than one month after employment commences

Training will include the following:

## DIRECT MULTI-PAK MAILING LIMITED

The purpose of the Accessibility for Ontarians with Disability Act and the requirements of the customer service standard

How to interact and communicate with people with various service standards

How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person

How to use equipment available on the 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 Direct Multi-Pak Mailing Ltd. (PTM) goods and services.

Applicable staff will be trained on policies, practices and procedures that affect the way goods are services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Direct Multi-Pak Mailing Ltd. (PTM) will maintain accurate records of training delivered to staff and volunteers and make these records available for inspection as may be required.