

HUMAN RESOURCES MANUAL

Section: Employment

Subject: Accessibility for Ontarians with Disabilities Act (AODA) – Customer Service Standard

Dated: April 11, 2023

POLICY

Direct Multi-Pak Mailing Limited (or “PTM Health”) is committed to providing excellent service to all clients including persons with disabilities. PTM Health’s goal is to focus on identifying, removing, and preventing barriers for persons with disabilities. This policy complies with the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”).

PURPOSE

Definition of “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, a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- c. A mental disorder; or
- d. An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Four Guiding Principles

PTM Health will strive to ensure that its policies, practices and procedures are consistent with the following core principles as outlined in the AODA:

Dignity – ensure persons with disabilities are provided with services in a manner that will allow them to maintain self-respect and the respect of others.

Independence – ensure persons with disabilities have the right to work on their own and are able to do things in their own way.

Integration – ensure persons with disabilities fully benefit from the same goods and services, in the same place and in the same or similar manner as others. This may require alternative formats and flexible approaches. It means complete and full participation.

Equal Opportunity – ensure persons with disabilities have the same chances, options, benefits, and results as others.

Procedures and Responsibilities

PTM Health is committed to using reasonable efforts in providing goods and services to all customers including persons with disabilities and will carry out our functions and responsibilities in the following areas:

Communication

PTM Health is committed to ensuring that our employees are fully aware of how to interact and communicate with persons with disabilities. We will train our employees who communicate with customers, including but not limited to

members, potential members or external stakeholders, and partners on how to interact and communicate with people with various types of disabilities.

Assistive Devices

PTM Health is committed to serving persons with disabilities who may use assistive devices to obtain, use, or benefit from goods and/or services. We will ensure that employees are aware of and become familiar with various assistive devices that may be used while accessing our goods and/or services.

Use of Service Animals and Support Persons

- PTM Health is committed to welcoming persons with disabilities and their guide dogs or service animals in the areas of our premises that are open to the public. Please note that a “guide dog” is a dog trained by the regulations under the Blind Persons’ Rights Act. Also, a “service animal” is an animal for persons with disabilities.
- PTM Health will also ensure that our employees are trained on how to interact with customers with disabilities who are accompanied by a guide dog or service animal.
- Any persons with disabilities who are accompanied by a support person will be allowed to enter PTM Health’s premises open to the public or other third parties with that person. At no time will persons with disabilities who are accompanied by a support person be prevented from having access to that person while on our premises.
- PTM Health will not charge admission fees for support persons to attend PTM Health’s sponsored events. This policy will be included where admission fees are published.

Notice of Temporary Disruption

- We will provide visitors with notice in the event of a planned or unexpected temporary disruption in the PTM Health offices or services usually used by persons with disabilities. Notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities, services or systems that may be available.
- Notice will be given by posting the information in a visible place on premises owned or operated by the provider of goods and/or services.
- In the event that an unexpected disruption occurs, notice will be given as soon as possible.

Training for Employees

PTM Health will provide training to employees and others who deal with the public or third parties on behalf of PTM Health. The Company will also provide training to those who are involved in the development and approvals of customer service policies, practices and procedures.

Training will be provided to employees upon this policy taking effect and upon any amendments to the policy. New employees will be provided such training as part of their orientation. Documentation of the training of employees shall be maintained by the Management Team.

Feedback Process

Comments and feedback about the delivery of services to persons with disabilities are welcome, as it may help identify areas that require change and assist in continuous improvement. Such contact can be made by emailing info@ptm-health.com. Feedback will be addressed immediately. Some feedback may require more effort to address and may need to be reviewed in detail.

Availability of AODA Policy

In accordance with the AODA, this policy will be made available to any person upon request