

Kardish - Customer Services Policy Statement

Providing Goods and Services to People with Disabilities

POLICY STATEMENT

In fulfilling our mission, Kardish strives at all times to provide its goods and services in a way that respects dignity, independence, integration and equality of opportunity to all customers, including people with disabilities, in order for them to obtain, use or benefit from the goods or services we provide.

APPLICATION

This policy applies to all team members of Kardish, agents, volunteers and contracted service staff.

DEFINITIONS

Accessible means that customer service is provided in a manner that is capable of being easily understood or appreciated; easy to get at; capable of being reached or entered; obtainable.

Assistive Devices means any auxiliary aid such as communication aids, cognitive aids, personal mobility aids and medical aids (i.e. Canes crutches, wheelchairs, etc.) to access and benefit from the goods and services of Kardish.

Barrier means anything that prevents a person with a disability from fully participating in all aspects of society because of the disability. Barriers may include physical, architectural and attitudinal barriers as well as any information or communication barriers, technological barriers or a policy, procedure or practice.

Disability means:

- a) Any degree of physical 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 coordination, blindness or visual impairment, 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) Any injury or disability for which benefits were claimed or received under the insurance plan established under the provincial workers compensation legislation.

Guide Dog means a dog trained as a guide for a blind person and having the qualifications prescribed under the applicable legislation.

Service Animal is an 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/her disability; or if the person provides a letter from a physician or nurse confirming that the person requires that animal for reasons relating to the disability.

Support Person means any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability to aid him or her with communication, mobility, personal care or medical needs or with access to goods and services.

POLICY REQUIREMENTS

Providing goods and services to people with disabilities and whereby Kardish is committed to excellence in serving all customers including people with disabilities. Kardish will carry out our duties and responsibilities in the following areas:

1. Use of Guide Dogs, Service Animals and Support Persons

a) We are committed to welcoming people with disabilities who are accompanied by a guide dog or other service animal on the parts of our premises that are open to the public and other third parties. The individual is permitted to keep the animal with him or her unless excluded by law. Where a guide dog or service animal is excluded by law, we will ensure that other measures are available. Service animals shall be under the care and control of the individual at all times. We will ensure that all team members, volunteers and others dealing with the public are properly trained on how to interact with people with disabilities who are accompanied by a guide dog or service animal.

b) 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 Kardish 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 our premises. It will be determined after consulting with the persons with a disability if a support person is required to accompany the persons with disabilities for health and safety reasons.

2. Notice of Temporary Disruption

Kardish will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services used by people with disabilities. This notice will include the following information:

- The reason for the disruption,
- Its anticipated duration, and
- A description of alternative facilities or services if available.

The notice will be provided in the following ways:

- Notice on the company website, and/or
- Notice placed at public entrances, service counters and/or at reception areas on our premises.
- Notice should always be posted at the location or point of disruption

3. Accessibility Training

Kardish will make best efforts to ensure that every person who deals with the public, including third parties and all those who are involved in the development and approval of customer service policies, practices and procedures are trained on the provision of goods and services to persons with disabilities. The training will include, but is not limited to the following information:

- The purpose of the Accessibility for Ontarians with Disabilities Act,
- How to interact and communicate with persons with various types of disabilities,
- How to interact with persons with disabilities who use an assistive device, or require the assistance of a service animal or support person,
- How to use equipment made available by Kardish to help people with disabilities to access goods and services, and
- What to do if a person with a disability is having difficulty accessing Kardish goods and services and how your rights and responsibilities under the Ontario Human Rights Code and the AODA affect your work.

Training will be provided to each person according to his or her needs and duties and as soon as possible after he or she is assigned to the applicable duties. Training will be provided on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods or services to persons with disabilities. A record of the dates on which training is provided and the names of the individuals to whom it is provided will be kept.

4. Feedback Process

The ultimate goal of Kardish is to meet and surpass our customers' expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Kardish welcomes questions and feedback about how we provide goods and services to all of our customers. Members of the public may ask questions or provide feedback in the format most convenient to them, including in-person, by telephone 613-224-1414 ext 449, in writing by mail or email at info@kardish.com.

All feedback will be reviewed and complaints will be investigated and follow up will be provided if requested by the customer.

5. Notice of Availability of Documents

Kardish will provide the public with the documents relating to the Accessibility Standards for Customer Services upon request . Notice of the accessibility to the documents will be provided on the Kardish website and/or through other printed methods.

6. Format of Documents

If Kardish is required by legislation, to provide a copy of a public document to a person with a disability, the company will take into account the person's ability to access the information and will provide the public document or information contained in the public document in a format that meets those needs as agreed upon with the person.