

AODA - CUSTOMER SERVICE

AODA – INTEGRATED ACCESSIBILITY STANDARDS REGULATION – CUSTOMER SERVICE & COMMUNICATION

Our Approach

In accordance with the Integrated Accessibility Standards Regulation, Kleen-Flo will ensure that all current and new employees, including full-time, part-time, temporary or others who provide services on behalf of Kleen-Flo are informed of our obligations under this provincial legislation. This policy has been prepared to outline what we are required to do in the provision of services to Persons with disabilities under the Customer Service Standard of the *Accessibility of Ontarians with Disabilities Act* (“AODA”) and what our customers may expect from us.

This policy is intended to benefit all Persons with Disabilities, as defined in the *Ontario Human Rights Code*.

Our Policy

Kleen-Flo is committed to providing accessible customer service to Persons with disabilities, in accordance with the Customer Service Standard.

Kleen-Flo has used reasonable efforts to ensure all of our policies, practices and procedures adhere to the key principles of dignity, independence, integration (except when alternative measures are required to meet the needs of Persons with Disabilities) and equal opportunity for Persons with disabilities. Each of these is discussed as follows:

Dignity: Kleen-Flo is committed to delivering services in a manner that respects the dignity of our customers with disabilities. Our customers with disabilities are valued and as deserving of high quality and timely services as any other customers. They can expect the same quality of service and will not be inconvenienced in accessing our services.

Independence: Our employees have been trained to know that persons with disabilities should have the freedom and opportunity to access services on their own and should not be influenced by others in accessing services.

Integration: At Kleen-Flo, we are committed to creating an inclusive environment and ensuring our services are integrated. Our customers with disabilities have equal access to benefiting from the same services, in the same place and in the same manner or similar way, as do all of our customers. If a customer with a disability requires alternative measures to access our services, our employees will make every effort to support the client in this regard.

Equal Opportunity: Kleen-Flo is committed to ensuring that our customers with disabilities have the same opportunities, options, benefits, and results from accessing our services. Our customers with disabilities do not have to make additional effort to access or obtain service.

Communication

Kleen-Flo is dedicated to ensuring that when we communicate with our customers with disabilities, we will take into account the person's disability. Communication is a process of providing, sending, receiving and understanding information and in this regard, our employees receive training on best practices when communicating with Persons with Disabilities. How our employees will make communication more accessible will depend on the situation and client needs.

Assistive Devices

At Kleen-Flo, our employees will be trained on best practices with respect to providing its services to Persons with Disabilities who use personal Assistive Devices. Our customers are permitted to bring their personal Assistive Devices when accessing services and our employees recognize there is a wide range of devices that may be used.

While generally, we do not have Assistive Devices on our premises, Kleen-Flo is dedicated to supporting our customers in accessing services through the provision of other assistive measures. Our employees are trained to ensure that in the absence of Assistive Devices, our customers can expect that we will provide alternative service methods if necessary and if practical.

Service Animals

At Kleen-Flo, we welcome our customers with disabilities who may be accompanied by a guide dog or other Service Animal in all areas of our premises that are open to the public.

Our employees receive training on best practices when providing services to persons who are accompanied by a Service Animal. Furthermore, in rare situations, where another person's health and safety may be impacted by the presence of a service animal, our employees are trained to take into consideration all relevant factors and options in finding a solution.

Support Persons

Our employees are aware that, in some instances it is necessary for a person with a Disability to be accompanied by a Support Person to protect the health and safety of the person with the Disability and/or others on the premises. Any considerations about protecting the health and safety of both parties will be based on specific factors and not on assumptions. Our employees are trained to use best practices when providing services to persons who are accompanied by a Support Person(s).

A Support Person may be present when information is being exchanged between an employee and a customer. A Support Person may also contact the employee on the customer's behalf, attend meetings and assist the customer in communicating with the employee.

At Kleen-Flo, we will exercise due diligence in maintaining customer confidentiality and will request permission from our customers prior to disclosing information in the presence of a Support Person.

Accessible Formats and Communication Supports

Kleen-Flo will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request, unless deemed unconvertible. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual.

Kleen-Flo will take into account the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability.

Kleen-Flo will make the availability of accessible formats and communication supports publicly known.

Exceptions for Information and Communications Standards

The Information and Communications Standard under the Integrated Accessibility Standards Regulation does not apply to:

- Products and product labels;
- Unconvertible information or communications; or
- Information that the organization does not control either directly or indirectly through a contractual relationship.

Unconvertible Information or Communications

If it is determined, in consultation with the requesting party, that information or communications are unconvertible, Kleen-Flo will ensure that the individual who made the request is provided with an explanation and a summary of the information.

Kleen-Flo will classify information or communications as unconvertible where:

- It is not technically practicable to convert; or
- The technology required to make the conversion is not readily available.

Notice of Temporary Disruption

Kleen-Flo will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. Our customers may expect that our notices will provide, where practical; information about: the reason for the disruption (provided such knowledge is available), the anticipated duration of the disruption; and alternative facilities or services, if any are available.

This information will be made available to the public as soon as possible after Kleen-Flo has been notified of the unplanned disruption. For all planned disruptions, notices shall be provided in advance of the scheduled disruption.

Kleen-Flo will provide notice by:

- Posting notices in conspicuous places including at the point of disruption, main reception area and/or on the Kleen-Flo website, depending on the situation.
- When significant disruptions occur, Kleen-Flo will:
 - Contact customers with scheduled appointments/meetings whenever possible.
 - Provide notice by any other method that may be reasonable under the circumstances.

Training

- Kleen-Flo is committed to ensuring that employees receive training on providing customer service to Persons with disabilities.
- The training is designed to meet the compliance requirements of the Integrated Accessibility Standards Regulation for Customer Service and includes information on the following key areas:
 - A review of the purposes of the AODA and requirements of the Customer Service Standard;
 - Instruction on how to interact and communicate with people with a variety of disabilities;
 - Instruction on how to interact with persons who use Assistive Devices, or require the assistance of a guide dog, other Service Animals or Support Person;
 - Instruction on how to use equipment or devices that may be available on our premises, as well as information on how to interact with persons who use a variety of Assistive Devices; and
 - Instruction on what to do if a person with a Disability is having difficulty accessing our services.

Kleen-Flo has incorporated this training requirement into its hiring practices to ensure that new employees complete the required within a reasonable time of having accepted employment with Kleen-Flo.

Kleen-Flo is committed to maintaining a record of employees who receive and complete the Integrated Accessibility Standards training. The records include the dates that training is provided, and the names of the individuals who received and completed training.

Feedback Process

Kleen-Flo welcomes any feedback regarding the methods it uses to provide services to Persons with disabilities and is committed to ensuring that this process is accessible to all of our customers.

Feedback regarding Kleen-Flo's provision of accessibility as it relates to this policy can be made as follows:

In writing to: 75 Advance Blvd., Brampton, ON, L6T 4N1

By Email: info@kleenflo.com

Local: (905) 793-4311

Fax: (905) 793-4318

Modifications to this policy or other firm policies

Kleen-Flo is committed to developing policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities.

Notice of Availability and Format of Documents

Kleen-Flo will notify customers that the documents related to the Integrated Accessibility Standards Regulation for Customer Service are available upon request and in a format that takes into account the customer's disability. The length of time it will take to provide information in alternative formats will depend on the format requested. Every effort will be made, however, to process requests in a timely fashion.

Questions about This Policy

Questions or clarification regarding any aspect of this policy should be referred to the President.

A copy of this policy will be made available on the Kleen-Flo website: www.kleenflo.com

AODA - EMPLOYMENT

AODA – INTEGRATED ACCESSIBILITY STANDARDS REGULATION – EMPLOYMENT PRACTICES

Our Approach

In accordance with the Integrated Accessibility Standards Regulation, Kleen-Flo will ensure that all current and new employees or potential candidates of Kleen-Flo are informed of our obligations under this provincial legislation. This policy has been prepared to outline what we are required to do in the provision of our employment practices to Persons with disabilities under the *Accessibility of Ontarians with Disabilities Act* (“AODA”) and what our employees may expect from us.

This policy is intended to benefit all Persons with Disabilities, as defined in the *Ontario Human Rights Code*.

Policy

Kleen-Flo is committed to providing accessible employment practices to Persons with disabilities, in accordance with the Integrated Accessibility Standards Regulation.

Kleen-Flo has used reasonable efforts to ensure all of our policies, practices and procedures adhere to the key principles of dignity, independence, integration (except when alternative measures are required to meet the needs of Persons with Disabilities) and equal opportunity for Persons with disabilities. Each of these is discussed as follows:

Dignity: Kleen-Flo is committed to delivering employment practices in a manner that respects the dignity of our employees with disabilities. Our employees with disabilities are valued and as deserving of high quality and timely opportunities as any other employee.

Independence: Our employees will be trained to know that persons with disabilities should have the freedom and opportunity to access services on their own and should not be influenced by others in accessing services.

Integration: At Kleen-Flo, we are committed to creating an inclusive environment and ensuring our employment practices are integrated. Our employees with disabilities have equal access to benefiting from the same opportunities, in the same place and in the same manner or similar way, as do all of our employees. If an employee or future employee with a disability requires alternative measures to access our employment services, we will make every effort to support our employees and future employees in this regard.

Equal Opportunity: Kleen-Flo is committed to ensuring that our employees with disabilities have the same opportunities, options, benefits, and results from accessing Kleen-Flo. Our employees with disabilities do not have to make additional effort to access or obtain service in regards to making Kleen-Flo their choice of a great place to work.

Recruitment, Assessment and Selection

Kleen-Flo will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, Kleen-Flo will consult with the applicant and provide or arrange for suitable accommodation.

Successful applicants will be made aware of Kleen-Flo's policies and supports for accommodating people with disabilities.

Accessible Formats and Communication Supports for Employees

Kleen-Flo will ensure that employees are aware of our policies for employees with disabilities and any changes to these policies as they occur.

If an employee with a disability requests it, Kleen-Flo will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform his/her job; and
- Information that is generally available to all employees in the workplace.

Kleen-Flo will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

Workplace Emergency Response Information

Where required, Kleen-Flo will create individual workplace emergency response information for employees with disabilities. This information will take into account the unique challenges created by the individual's disability and the physical nature of the workplace, and will be created in consultation with the employee.

This information will be reviewed when:

- The employee moves to a different physical location in the organization, if applicable;
- The employee's overall accommodation needs or plans are reviewed; and/or
- Kleen-Flo reviews general emergency response policies.

Performance Management and Career Development & Advancement

Kleen-Flo will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities. *Individual accommodation plans will be consulted, as required.*

Redeployment

The accessibility needs of employees with disabilities will be taken into account in the event of redeployment. *Individual accommodation plans will be consulted, as required.*

AODA - DEFINITIONS

AODA - ACCESSIBILITY DEFINITIONS

Assistive Device – Is 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 a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – The term disability is defined as follows:

- 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;
- A condition of mental impairment or a developmental disability;
- A learning disability, or 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, 1997*.

Guide Dog – Is a highly-trained working dog that has been trained at a recognized facility to provide mobility, safety and increased independence for people who are blind.

Service Animal – an animal is a service animal for a person with a disability if:

1. the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
2. the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:

A member of the College of Audiologists and Speech-Language Pathologists;

- A member of the College of Chiropractors;
- A member of the College of Nurses;
- A member of the College of Occupational Therapists;

- A member of the College of Optometrists;
- A member of the College of Physicians and Surgeons;
- A member of the College of Physiotherapists;
- A member of the College of Psychologists; or
- A member of the College of Registered Psychotherapists and Registered Mental Health Therapists.

Service Dog – Is defined as a service dog, other than a guide dog for the blind, 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 – 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.

Accessible Formats – Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion Ready – An electronic or digital format that facilitates conversion into an acceptable format.

Performance Management – Activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success.

Redeployment – The reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.
