



## **INTENT**

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*, and applies to the provision of goods and services to the public or other third parties but does not apply to the goods themselves.

**Digital Specialty Chemicals Ltd.** is committed to excellence in servicing its clients including people with disabilities, whether in person or on the phone. The provision of all goods and services by Digital Specialty Chemicals Ltd. shall follow the principles of dignity, independence, integration and equal opportunity.

## **DEFINITIONS**

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

***Assistive Device*** – is an auxiliary aid such as a technical aid, communication device cognition aids (reading, listening, talking aids), personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, hearing aids, etc.), that are used to increase, maintain, or improve the functional abilities of people with disabilities, to access and benefit from the goods and services offered by DSC Ltd. 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.

***Barrier*** - as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, any information or communications barrier, an attitudinal barrier, a technological barrier, a policy, procedure or a practice.

***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*** – refers to an electronic or digital format that facilitates conversion into an accessible format that is acceptable to the person with the disability.

***Disability*** – as defined by the *Accessibility for Ontarians with Disabilities Act, 2005* and the *Ontario Human Rights Code*, is:

- 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, 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 a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder, or



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- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

**Information** – includes data, facts and knowledge that conveys meaning and exists in any format, including text, audio, digital or images.

**Internet website** – refers to a collection of related Web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and are accessible to the public. It is a controlled extension of the intranet, or internal network of an organization to outside users over the Internet.

**Intranet website** – refers to an organization’s internal website that is used to privately and securely share any part of the organization’s information or operational systems within the organization, and includes extranet websites.

**Person with Disabilities** – shall mean those individuals that are afflicted with a disability as defined under the *Ontario Human Rights Code*.

**Service Animals** – as defined by the *Accessibility for Ontarians with Disabilities Act, 2005* and as reflected in *Ontario Regulation 429/07*, are service animals for a persons with a disability, if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

**Support Person** – as reflected in *Ontario Regulation 429/07*, is a person, in relation to a person with a disability, who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

**Web Content Accessibility Guidelines** – refers to the World Wide Web Consortium Recommendation, dated December 2008, entitled “Web Content Accessibility Guidelines (WCAG) 2.0.”

### **RESPONSIBILITIES**

The management of Digital Specialty Chemicals Ltd. (DSC Ltd.) is responsible for:

- Ensuring compliance with Ontario Regulation 429/07, Accessibility Standards for Customer Service Administration;
- Including accessibility in annual planning processes;
- Supporting staff attendance at required training;
- Notifying EH&S of additional training requirements;
- Providing notification of service disruptions;
- Providing all documentation in appropriate formats upon request by a person with a disability;
- Monitoring the progress of legislative requirements in order to ensure compliance;
- Communicating all policies, procedures and practices to staff;
- Co-ordinating and providing Accessible Customer Service training in conjunction with EHS, HR and Training Co-ordinator, in order to comply with Ontario Regulation 429/07;
- Co-ordinating and maintaining training records; and
- Establishing and maintaining an ongoing training program to ensure all staff are trained in providing Accessible

Customer Service as part of their orientation process.

## I. Accessible Customer Service Provision Policy

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### **GENERAL PRINCIPLES**

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following PROCEDURES:

- A. The Provision of Goods and Services to Persons with Disabilities
- B. The Use of Assistive Devices
- C. The Use of Service Animals
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

#### **A. *The Provision of Goods and Services to Persons with Disabilities***

DSC will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all customers receive the same value and quality of goods and services;
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's disability.

#### **B. *Assistive Devices***

##### **Assistive devices provided by DSC:**

The following assistive device will be available to assist customers in accessing our services:

- TTY Device



### **C. *Service Animals***

A customer with a disability that is accompanied by a service animal will be allowed access to the portions of our premises that are open to the public unless otherwise excluded by law. “No pet” policies do not apply to guide dogs, service animals and/or service dogs.

#### **Recognizing a Service Animal:**

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, DSC may request verification from the customer.

#### **Verification may include:**

- A letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- A valid identification card signed by the Attorney General of Canada; or,
- A certificate of training from a recognized guide dog or service animal training school.

#### **Care and Control of the Animal:**

The customer that is accompanied by a service animal is responsible for maintaining care and control of the animal at all times.

#### **Allergies:**

If a health and safety concern presents itself per say, in the form of a severe allergy to the animal, DSC will make all reasonable efforts to meet the needs of all individuals.

### **D. *Support Persons***

If a customer with a disability is accompanied by a support person, DSC will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person. In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

### **E. *Notice of Disruptions in Service***

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of DSC. In the event of any temporary disruptions to services that customer's with disabilities rely on to access or use DSC's services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

#### **Notifications will include:**

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- services that are disrupted or unavailable
- reason for the disruption and anticipated duration
- a description of alternative services or options

### Notifications Options:

When disruptions occur DSC will provide notice by:

- posting notices on the DSC public access website and at the physical location of the facility;

### F. Feedback Process

DSC offers the opportunity to provide feedback on the service provided to customers with disabilities. Please complete the feedback form located at the bottom of this page or alternatively complete the PDF version of the Feedback form and submit it per the instructions below. Feedback can also be made verbally (in person or by telephone) or written (hand written, delivered, or email).

### Submitting Feedback:

Customers can submit feedback to:

- COO
- 416-231-2991 x 125
- 470 Coronation Drive, TORONTO, Ontario M1E 4Y4
- caroline@digitalchem.coa

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Please complete and submit, via fax, the form at the end of this document.

### G. Training

Training will be provided to:

- a. all DSC employees, and
- b. applicable individuals who interact with Ontarians, on behalf of DSC

### Training Provisions:

As reflected in *Ontario Regulation 429/07*, regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.



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- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
  - use assistive devices;
  - require the assistance of a service animal; or
  - require the use of a support person
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- DSC's procedures and processes pertaining to providing accessible customer service to customers with disabilities.

### Training Schedule:

DSC will provide training to all employees, and applicable individuals who deal with Ontarians or act on our behalf, as soon as practicable. Revised training will be provided in the event of changes to the legislation, to our procedures and/or practices.

### Record of Training:

DSC will keep a record of training that includes the dates training was provided and the names of employees who attended/completed the training.

### H. Notice of Availability and Format of Documents:

DSC will provide or arrange to provide, upon request, accessible formats and communication supports in a timely manner and at no additional cost to a person with a disability. DSC will take into account the person's accessibility needs when addressing the request.

## II. Barrier Free Design Policy (Class D Occupancy Areas Only)

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Digital Specialty Chemicals Ltd. is committed to providing an accessible environment in which all individuals have equal access to DSC products and services in a way that respects the dignity and independence of persons with disabilities. This includes creating and fostering inclusive and positive attitudes that are considerate and accommodating all individuals, including people with disabilities. This also includes discouraging attitudes that devalue and limit the potential of persons with disabilities.

## **GENERAL PRINCIPLES**

DCS is committed to becoming a barrier free environment in facility areas which fall under Class D of the OBC, and will endeavour to do the following in accordance with provincial legislative requirements, where applicable:

1. Identify barriers;
2. Remove identified barriers;
3. Prevent barriers;
4. Increase awareness of accessibility initiatives at all levels of our organization;
5. Promote compliance policies and procedures with respect to accessibility to our staff, as well as to our customers and consumers; and
6. Provide appropriate training to our employees who deal with the public or other third parties on behalf of DSC, with a view to ensure greater awareness and responsiveness to the needs of those with disabilities.

A **barrier** is anything that prevents a person with a disability from fully taking part in society because of that disability. In this policy, barriers can include:

- **Physical barriers** (e.g. A step at the entrance to the building or a door that is too heavy to be opened by an individual with limited upper body mobility and strength)
- **Architectural barriers** (e.g. A hallway or door that is too narrow for a wheelchair or scooter)
- **Information or communication barriers** (e.g. A publication that is not available in large print for people with visual impairment)
- **Attitudinal barriers** (e.g. Ignoring a customer in a wheelchair; assuming people with a disability cannot perform a certain task)
- **Technological barriers** (e.g. a website that is not accessible for people who require the use of screen readers)
- **Barriers created by policies or practices** (e.g. Not allowing animals on the premises; excluding or removing individuals who require the use of service animals)

### **III. Information and Communication Standards**

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This policy meets the requirements of the Integrated Accessibility Standards, Ontario Regulation (IASR) 191/11 and applies to the Information and Communication Standards.

## **GENERAL PRINCIPLES**

All information and communication materials and services provided by DSC shall follow the principles of dignity, independence, integration and equal opportunity.

Policies addressing the Information and Communication Standards of the IASR as they apply to DSC are outlined below:

1. Feedback Processes (Section 11);
2. Accessible Formats and Communication Supports (Section 12);
3. Emergency Procedures, Plans or Public Safety Information (Section 13);
4. Accessible Websites and Web Content (Section 14);
5. Education and Training Resources (Sections 15 and 17); and
6. Training for Employees (Section 16).

### *1. Feedback Process (Section 11)*

DSC will make feedback processes accessible to people with disabilities by providing, or arranging to provide, accessible formats and communication supports, upon request. DSC will notify the public about the availability of these accessible formats.

### *2. Accessible Formats and Communication Supports (Section 12)*

DSC will provide or arrange to provide, upon request, accessible formats and communication supports in a timely manner and at no additional cost to a person with a disability. DSC will take into account the person's accessibility needs when addressing the request.

### *3. Emergency Procedures, Plans and Public Safety Information (Section 13)*

DSC will provide public emergency procedures, plans and public safety information in an accessible format or with appropriate communication supports as soon as practicable, upon request.

### *4. Accessible Websites and Web Content (Section 14)*

DSC will ensure that web content conforms to the Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA. Web content includes any information which resides on an internet or intranet web site.

### *5. Education and Training Resources and Materials (Sections 15 and 17)*

DSC will provide training materials and learning resources in accessible formats that take into account the needs of staff with disabilities, upon request.

### *6. Training for Employees (Section 16)*



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DSC will provide accessibility awareness training related to accessible program or course delivery and instruction to employees.

DSC will keep a record of the training provided, including the dates on which the training was provided, and the number of individuals to whom it was provided.

### **DSC WEB CONTENT**

DSC is committed to communicating and providing information in a way that is accessible and understandable for all employees, customers and consumers, regardless of any disability. DSC commits to meet or surpass its requirements to ensure that as of January 2015 all **new web content** will conform to the World Wide Consortium Content Accessibility Guidelines (WCAG ) 2.0 Level A and to redevelop all existing DSC websites to meet WCAG 2.0 AA standard by 2021.

### **CONTINUOUS IMPROVEMENT**

This policy and its related procedures will be reviewed at least annually or as required in the event of legislative changes. DSC will review and amend its policies, practices and procedures, as necessary.

### **REFERENCED DOCUMENTS**

- **Accessibility for Ontarians with Disabilities Act, 2005**
- **Accessibility Standards for Customer Service, Ontario Regulation 429/07**
- **Blind Person's Rights Act, 1990**
- **Dog Owners' Liability Act, Ontario**
- **Food Safety and Quality Act 2001, Ontario Regulation 31/05**
- **Health Protection and Promotion Act, Ontario Regulation 562**
- **Ontario Human Rights Code, 1990**

### **FEEDBACK**

If you have any questions about this policy or its related procedures and to submit feedback, please contact:

- COO
- 416-231-2991 x 125
- 470 Coronation Drive, Toronto, Ontario M1E 4Y4
- [caroline@digitalchem.ca](mailto:caroline@digitalchem.ca)



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### Digital Specialty Chemicals - Customer Service Feedback Form (**Please complete, print and fax to C. Schweitzer @416-231-1935**)

★ = Required Field

**We value the feedback from our customers.**

1. Were you satisfied with the customer service we provided you?

- Yes
- No
- Somewhat

Comments

A rectangular text input field with a light gray border. It contains several small, light gray icons: a left-pointing arrow, a right-pointing arrow, and a downward-pointing arrow, indicating it is a scrollable area.

2. Was our customer service provided to you in an accessible manner?

- Yes
- No
- Somewhat

Comments

A rectangular text input field with a light gray border. It contains several small, light gray icons: a left-pointing arrow, a right-pointing arrow, and a downward-pointing arrow, indicating it is a scrollable area.

3. Did you experience any problems accessing our goods and services?

- Yes
- No
- Somewhat

Comments



**Contact Information (optional)**

First Name:

Last Name:

Phone Number:

Email:

Thank-you, Digital Specialty Chemicals

Additional files available on request:

- DSC Accessible Customer Service Policy
- DSC Customer Service Feedback Form