



Statement of Policy and Procedure			
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Subject:	Accommodation Process: Customer Service & Accessibility Policy	Replaces:	New
Issued by:	Human Resources	Issued:	Dec. 10 2019

CUSTOMER SERVICE & ACCESSIBILITY POLICY

Policy Statement

Domain Logistics is committed to providing an accessible environment in which all individuals have access to our 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 to all individuals, including persons with disabilities. Our commitment is to provide all customers, including those living with disabilities, the same opportunity to access our products and services in the same place and in a similar way to all others.

Guiding Principles

Domain Logistics will use the following guiding principles to clarify the expected attitudes and behaviours in daily work life with customers and each other:

- *Respect:* Each of us will demonstrate honesty, integrity and belief in people.
- *Ownership:* Each of us is accountable for creating an environment that contributes to the success of our customers, consumers and each other.
- *Collaboration:* Each of us has an important role in working together for a common purpose.
- *Continuous Improvement:* Each of us is committed to ongoing improvement in all we do to anticipate and exceed needs as they evolve.

Communication and Assistive Devices

Domain Logistics will communicate with a person with a disability in a manner that takes in to account the person's disability.

Domain Logistics will also facilitate the use of personal assistive devices. Assistive devices may include service animals and support persons.

Unless otherwise excluded by law, Domain Logistics will ensure that any person using a service animal is permitted access to our premises with their service animal and to keep the animal with them at all times.

Where excluded by law, Domain Logistics will ensure that other methods of access are available to a person wishing to access any premises. For purposes of this Policy, an animal is a “service animal”, (a) where it is readily apparent that the animal is used by the person for reasons relating to a persons disability; or (b) if the person provides appropriate documentation confirming that they require the animal for reasons relating to the disability. A service animal includes a guide dog as that term is defined in the *Blind Persons’ Rights Act*.

Persons accompanied by a “support person” shall be permitted to have this individual with them at all times. For purposes of this Policy, a “support person” is, in relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

Notice of Temporary Disruption

Should there be a disruption in any of the services outlined in this Policy, Domain Logistics shall post notice of such disruption, including the reasons for the disruption, anticipated duration and description of alternative services, in the affected location.

Customer Feedback

Feedback on this policy and our accessibility measures is welcomed by Domain Logistics. Feedback can be provided verbally or in writing. Feedback can also be sent in any of the following ways:

- Mail: Domain Logistics – AODA: 55 Quarterman Road, Guelph, ON N1C 0A8
- E-mail: AODA@domainlogistics.ca
- Phone: (519) 827-2940

All complaints will be reviewed, and the appropriate action taken to address the issue raised as soon as practicable. Where appropriate, Domain Logistics will respond directly to the customer.

Employee Education and Training

Domain Logistics, as the employer, will ensure that the appropriate personnel receive training on the requirements set out in this Policy and specifically:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements for the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.

- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. These may include: elevators, lifts, and/or automatic door openers.
- What to do if a person with a disability is having difficulty in accessing Domain Logistics' goods and services.
- On Domain Logistics' policies and procedures as related to the Customer Service Standard.
- Staff will also be trained when changes are made to this Policy or other Customer Service policies.

Domain Logistics is committed to ensuring that staff receive this training and that they have the appropriate information and instruction to ensure a high level of customer service.

Accessible Format

Domain Logistics will provide publicly available documents in accessible formats and will provide communicative supports for persons with disabilities. Please make such request to: Human Resource Department.

Notice of Availability

Our documents related to Accessible Customer Service are available upon request. Such requests can be made to: Human Resource Department.

Accessible Emergency Information

Domain Logistics will provide its customers with publicly available emergency information, in an accessible way, upon request. Please make such request to: Human Resource Department.

Modifications to This or Other Policies

Any policy, practice or procedure of Domain Logistics that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Questions about this policy can be addressed to the Human Resource Department.