Policy HR001:	Accessibility for Ontarians with Disabilities Act (AODA)		
Effective:	August 01 2015	**Amended:**	August 1 2024
Next Review:	August 01 2025	**Approved by:**	Jean Cardinal

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Clean All is committed to providing a service and work environment that is accessible and inclusive, free of various barriers for people with disabilities.

Definition of Disability

Clean All adheres to the term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, which makes reference to:

- "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 coordination, blindness or visual impediment, deafness or hearing impairment, 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 a 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".

Key Principles

Clean All will strive to ensure that its policies, practices and procedures are consistent with the following core principles as outlined in the Customer Service Standard in the AODA.

Respect and Dignity: To ensure customers with disabilities receive the same respect, values and services as any other individual.

Independence: Accommodating a person's disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services.

Integration: This means inclusiveness and full participation, which is a fundamental human right.

Equal Opportunity: Equal opportunity customer service is intended to ensure that individuals with disabilities do not have to make more effort or accept lesser quality in order to access the goods and services that Clean All offers.

Communication

When communicating with a person with a disability, Clean All will do so in a manner that takes into account the person's disability. Clean All commits to provide training regarding how to interact and communicate with persons with various types of disabilities.

Assistive Devices, Service Animals and Support Persons

Assistive Devices
Assistive devices are any type of 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 individuals with disabilities utilize (i.e. wheelchair, walker, hearing aid, a communication board, a personal oxygen tank, etc.) that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Service Animals
People with disabilities may bring their service animals onto any premises that are open to the public unless otherwise excluded by law. Service animals are working and have to pay attention at all times. Service animals are also not to be touched, petted or talked to; when the animal is out with the customer it is working and should not be distracted.
If it is not readily apparent that an animal is a service animal, we reserve the right to ask the person with the service animal to provide verification from a regulated health professional of the animal's duty.

Support Persons
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. In certain cases, our organization may require a person with a disability to be accompanied by a support person for health or safety reasons. In such situations, any admission fees or fares, if applicable, for the support person will be waived.

Notice of Planned or Unplanned Disruptions in Services and Facilities

Clean All will make reasonable effort to provide advance notice of planned service interruptions. Any unplanned service disruption will be reported immediately through such channels as, temporary signage, communications via email, and phone calls where necessary. The required information necessary for any communication of the service disruption includes:

- The time, date and location of the disruption;
- Information about the reason for the disruption;
- Anticipated duration of the disruption;
- Descriptions of alternative facilities or services, if any; and
- Contact information for the responsible service area.

Feedback

Feedback about the delivery of services to persons with disabilities is welcomed, as it may identify areas that require change and assist in continuous service improvement. Such feedback may be forwarded by telephone, in person, in writing, by email, or other. Clean All will make best efforts to provide a response in the same format in which the feedback was received.

Feedback will be addressed within 21 days. Accessible feedback processes will be arranged upon request.

Feedback may be provided, by mail or in person, directly to:
HR Manager
1495 Gerald St.
Cornwall, ON
K6H 7G8
Telephone: (613)932-5326
Fax: (613)933-0897

Training

Clean All is committed to providing training for all members of our organization. Re-training will be conducted not less than every three (3) years, or as new materials become available.
Training will include:

- An overview of the AODA with focus on the Customer Service Standard;
- Key policies and procedures Clean All has in place in relation to providing goods and services to customers;
- Procedures on interacting and communicating with people with various types of disabilities;
- Instruction on how to interact with people with disabilities who use various assistive devices, require a service animal or a support person; and
- Inform employees of how to obtain access to accommodations if they require them.

Availability of Documents in Alternative Formats

All documents required by the AODA including this policy, notices of temporary disruptions, training, and feedback are available in several alternative formats upon request taking the person's disability into account.

Employment Standard

Clean All is committed to upholding the principles of respect and dignity, independence, integration and equal opportunity to people with disabilities during the recruitment and selection process. Accommodations under the Employment Standard are available for the following recruiting processes:

- Recruitment: including any means used to notify candidates of the available position.
- Assessment and selection: applicants will be notified that accommodations are available for the testing and/or interview processes.
- Notice to successful applicants: successful applicants will be notified of the accommodation policies at the time of the job offer.
- Informing employees of support: accommodation policies will be reviewed with new employees during the orientation process. Any updates that are required to accommodation policies will be reviewed with all employees.
- Accessible formats and communication support for employees: upon request of alternative formats and communication, Clean All will work with the employee to determine the best method of providing the information.

- Workplace emergency response information: Clean All will work with employees with disabilities to provide individualized emergency response plans. These will be reviewed if an employee moves to another workstation or location. With the permission of the individual, this plan will be shared with any employees responsible for providing assistance.
- Documented individual accommodation plans: employees will be assessed on an individual basis and provide an accommodation plan suited to their needs and disability. Outside experts may be accessed in order to assist with the development of accommodation plans.
- Return to work process: after injury or illness, the return to work process will outline any steps required to facilitate a return to work.
- Performance management, or career development, advancement and redeployment plan: accessibility needs will be considered when conducting performance reviews, providing career development and advancement, or when redeploying employees.

Resources

Appendix A: Notification of Service Disruption - Page 5
Appendix B: Customer Service Feedback Form - Page 6
Appendix C: Request for Document in an Alternate Format Form - Page 7
Appendix D: Record of Training - Page 8

APPENDIX A

Notification of Service Disruption

Dear Customers,

Please be advised that _____ is out of service due to:

- ❏ Repair
- ❏ Scheduled Maintenance
- ❏ Mechanical Failure
- ❏ Unforeseen Problems
- ❏ Other:

We anticipate the issue will be resolved by_____, 20__. We apologize for the inconvenience.

- ❏ We have the following alternative facilities available until the issue is resolved:

  _____

- ❏ Unfortunately, we do not have alternative facilities available at this time.

If you have any questions or concerns please contact Clean All's AODA Compliance Officer in person, by mail, phone (insert phone number) or by email (insert email address).

This document is available in an alternate format on request.

Thank you,
Management
Clean All Environmental Services Inc.
Date

APPENDIX B

Customer Service Feedback Form

Thank you for visiting Clean All Environmental Services
We value all of our customers and strive to meet everyone's needs.

Date of Visit: _____
Location: _____
What was the purpose of your visit? _____

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

    - ❑ Yes
    - ❑ No
    - ❑ Somewhat

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

    - ❑ Yes
    - ❑ No
    - ❑ Somewhat

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

    - ❑ Yes
    - ❑ No
    - ❑ Somewhat

Comments:
_____
_____
_____
_____

Contact Information (optional)

Name: _____

Telephone:_____

Email:_____

Thank you,
Management

APPENDIX C

Request for Document in an Alternate Format Form

Clean All is committed to providing accommodations for persons with disabilities. If you require an alternate format we will work with you to meet your needs.

Personal Information
Name:
Address:
Home Phone Number:
Cell Phone Number:
Email address:

Document Information
Name of Document:
Department:
Event (if applicable):

Which format would you prefer: (Check the appropriate box)

- ❏ Large Print
  - ❏ Preferred font size:
  - ❏ Preferred font style:
- ❏ Plain Language
- ❏ Audio
- ❏ Electronic (Check preferred format)
  - ❏ Microsoft Word
  - ❏ HTML
  - ❏ Rich Text
  - ❏ PDF
- ❏ Other:

Date:

Signature:

APPENDIX D

AODA Training Record

Date of Training	Participant Name	Participant Signature