



## **Accessible Customer Service Policy (Ontario)**

Conexiom is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Conexiom understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Conexiom is committed to complying with both the *Ontario Human Rights Code* and the AODA.

Conexiom is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

### **Assistive devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability. We will work with the person with a disability to determine what method of communication works for them.

### **Service animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

A service animal can usually be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks. In the instance that we cannot easily identify that an animal is a service animal, our staff may ask a person to



provide documentation (template, letter, or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

### **Support persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, Conexiom might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, Conexiom will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to Conexiom's facilities (e.g. elevator use) Conexiom will notify the effected customer(s) promptly in any one of these ways: (1) on our website, (2) on our phone line, or (3) at the entrance to our building. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

### **Training**

Conexiom will provide accessible customer service training as required under the AODA.



Staff will be trained on accessible customer service within 30 days after being hired.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Conexiom's policies related to 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, services or facilities to people with disabilities.
- what to do if a person with a disability is having difficulty in accessing Conexiom's services or facilities

Staff will also be trained when changes are made to our accessible customer service policies.

### **Feedback process**

Conexiom welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback on our accessible website, or by speaking a representative of Conexiom.

Customers who wish to provide feedback on the way Conexiom's services or facilities to people with disabilities can provide feedback in the following way(s):

By Phone (toll-free): 1 866 447 9608

By Email: [compliance@conexiom.com](mailto:compliance@conexiom.com)

By Mail: 1140 Pender Street W, suite 1400, Vancouver BC, Canada, V6E 4G1

We welcome client feedback on our efforts to ensure accessible service to people with disabilities. We invite clients to speak to any of our sales or customer success team members or to contact us by phone, email, or mail.

All feedback will be reviewed by Human Resources and replies will be provided within 5 business days.

Conexiom will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.



### **Notice of availability of documents**

Conexiom will notify the public that documents related to accessible customer service, are available upon request by posting a notice on our website.

Conexiom will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

### **Modifications to this or other policies**

Any policies of Conexiom that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.