

ACCESSIBILITY POLICY

Purpose

- 1.1. To ensure that any and all customers with a disability are treated in a way that is consistent with the principles of independence, dignity, integration and equal opportunity.

Scope

- 2.1. This policy applies to all Samuel facilities in the Province of Ontario.

Policy

- 3.1. All Samuel employees and contractors who deal with the public or other third parties on our behalf will complete accessibility awareness and accessible customer service training. Staff will be trained within three (3) months after being hired. Staff will also be trained when changes are made to our accessibility policy and plans.
- 3.2. All Samuel staff who deal with the public or other third parties on our behalf shall respect the dignity of disabled individuals. All Samuel facilities will communicate with people with disabilities in ways that take into account their disability.
- 3.3. All Samuel facilities shall ensure that 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 or services in areas accessible to the public.
- 3.4. All Samuel facilities shall permit disabled individuals to be accompanied by a support person.
- 3.5. Samuel welcomes people with disabilities and their service animals. Service animals are allowed in the parts of our facilities that are open to the public.
- 3.6. In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Samuel will notify customers promptly. 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. The notice will be placed at the affected location or site.
- 3.7. Customers who wish to provide feedback on the way Samuel provides goods and services to people with disabilities can provide feedback to the **Vice President of Human Resources or the Samuel Safety Team by telephone at 1-800-565-4826. Please refer to Samuel's Procedure for Feedback and Addressing Requests from Customers for Accommodation.**
- 3.8. All documents relating to accessible customer service will be made available upon request and in an accessible format. **Please address your request to the Vice President of Human Resources or the Samuel Safety Team at 1-800-565-4826. Please refer to Samuel's Procedure for Feedback and Addressing Requests from Customers for Accommodation.**
- 3.9. This policy and its procedures address the accessibility requirements of Regulation 429/07 Accessibility Standards for Customer Service under the *Accessibility for Ontarians with Disabilities Act, 2005*.

References and Definitions

- 4.1. *Accessibility for Ontarians with Disabilities Act, 2005*
- 4.2. Samuel 24-7 Online Training System
- 4.3. Samuel Procedure for Feedback and Addressing Requests from Customers for Accommodation.

4.4 Samuel Multi-Year Accessibility Plan