



# AODA Customer Service Policy

**PURPOSE:** The Accessibility for Persons with Disabilities: Customer Service Policy purpose is to provide direction to staff to enable company representatives to meet the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

**SCOPE:** This policy applies to Plasman Canadian employees who represent / provide service to our customers. This can include, but is not limited to senior company executives, directors, managers, sales, engineering, quality and other company representatives.

**POLICY:** Plasman supports the service vision, principles and mandatory requirements of the Ontario Public Service (OPS) directive with the implementation of this policy. Thereby, we are committed to providing accessible customer service to people with disabilities. The policy / guidelines are intended not only to remain compliant as per the required accessibility report on the customer service standard, but to meet and/or exceed our customer's needs and expectations by ensuring the following:

## **1. Our Mission**

Plasman strives to be employer of choice, supplier of choice, and investment of choice, through the combined strengths of our people, our processes, and technology. We are committed to develop or provide assistance to ensure dignity and respect when dealing with people with disabilities.

## **2. Our Commitment**

It is policy of Plasman that all Canadian locations are committed to providing equal opportunity to examine, use and access to our products / facility services for each customer or potential customer. Plasman will provide services, as necessary, both electronically and in person, in a manner that respects the dignity and independence of persons with disabilities.

Our Value Statement is the cornerstone of our culture. Plasman shares a commitment to accessibility. We respect the differences of individuals and expect fair treatment for all persons regardless of reason.

**Diversity:** as part of our commitment to excellence, we seek to recognize and remove the obstacles faced by traditionally under-represented groups in order to facilitate their access to and their advancement at Plasman. We respect and celebrate the diversity of people who make up our community.

## **3. Providing Goods and Services to People with Disabilities**

Plasman is committed to excellence in serving our diverse customer base, including persons with disabilities, and we will carry out our service goals of anticipating information and service needs related to the company's goals.

### **3.1 Communication**

Plasman will communicate to people with disabilities in ways that take into account their disabilities.

We will train our staff, (as required), on how to interact and communicate with people with various types of



disabilities to include the usage of various assistive measures and devices noted below.

### **3.2 Telephone Services**

Plasman is committed to providing fully accessible telephone services to all customers when required.

We will train Plasman staff, as necessary to communicate with users over the phone in plain language and to speak clearly. We will also make our staff familiar with telephone technologies intended for people with disabilities when such accommodation is requested.

### **3.3 Assistive Devices**

Plasman is committed to serving people with diverse disabilities who use assistive devices to obtain, use or benefit from our materials and services.

We will ensure that our service employees are trained in the use of the various assistive devices (as necessary) provided by Plasman, for customers with disabilities while accessing our company materials and services.

We will ensure that employees know how to use available assistive devices intended use.

### **3.4 Billing**

Plasman is committed to providing accessible notices or invoices to all our customers. For this reason, notices or invoices will be provided in alternative formats upon request.

### **3.5 Other**

Alternative format texts are coordinated through the facility operations administrators. For more information about alternative format texts, to include the retrieval and/or photocopying of company material, please request contact the Operations Administrator of Canadian plant locations.

For product or facility assistance please contact your Plasman Sales Representative/ Program Manager or designate. Persons seeking individualized reference assistance may contact their Plasman representative for an appointment to discuss their accommodation needs.

When delivering instructional sessions, Plasman employees will consider the diverse needs of people with disabilities.

## **4. Use of Service Animals and Support Persons**

### **Service Animals**

Persons with a disability may enter Plasman premises accompanied by a service animal and keep the animal with them, if the public has access to such premises, and the animal is not otherwise excluded by law. While visiting Plasman Canadian facilities, it is always the responsibility of the person with a service animal to control the animal.

In the event a company staff member is allergic to animals, alternative arrangements will be negotiated.



### ***Support Person***

Persons with disability may enter Plasman premises accompanied by a support person and may always have access to that support person.

Plasman may require a person with disability to be accompanied by a support person while on company premises, in situations where it is necessary to protect the health and safety of the person with a disability, or the health and safety of others on the company premises.

Consent from the person with a disability is required when communicating private issues related to the person with the disability, on the presence of a support person.

### **5. Notice of Temporary Disruption**

Plasman will make reasonable effort to provide customers with notice in the event of a disruption in the Canadian facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipation duration, and a description of alternative facilities or services, if available. We will not be able to give adequate notice in case of an emergency temporary disruption.

In order to make information accessible the signs and printed notices should be clearly laid out, of sufficient size and easily readable.

The signs and printed notices will be displayed prominently at the entrance to each plant, on notice-boards and at service desks, as necessary.

### **6. Training for Staff**

Plasman will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service. In addition, training will be provided to Plasman employees as part of orientation training for new employees, and on a continuing basis as required.

The amount and format of training will depend on the person's interaction with persons with disabilities.

A record of training received, (when required), will be kept in Plasman Canadian HR employee file(s). Training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429\08);
- Information about Plasman policies, procedures and guidelines pertaining to the provision of company services to users with disabilities;
- How to interact and communicate with people with various types of disabilities;
- What to do if a person with a disability is having difficulty in accessing a Plasman service or resource;
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or a support person;
- How to use the equipment or devices available through Plasman that may help with the provision of company services to persons with disabilities.

### **7. Feedback Process**

Plasman welcomes feedback, including feedback about the delivery of company services to persons with



disabilities. Users can submit feedback to the Canadian Facility Human Resources Manager, at Plasman Canadian Plant locations (refer to contact information section 8 below) and/or Corporate offices. Alternatively, feedback can be submitted to any Plasman employee and/or representative, and it will be forwarded to the appropriate person.

**Human Resource Regional Lead  
Plasman**

5245 Burke Drive  
Windsor, ON N9A 6J3  
Canada

Tel: 1-519 737-6984 Extension #1220

URL: <http://www.theplasmangroup.com>

**8. Modifications to this or Other Policies**

Plasman endeavors to break down barriers facing persons with disabilities. Plasman is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no change will be made to this policy before considering the impact on people with disabilities. Any policy of Plasman that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

We undertake to consult as needed with Plasman Committees for people with disabilities to provide, review and where possible improve our facilities or services for the disabled.

**9. Questions about this Policy**

If anyone has questions about the policy, please contact Human Resource Regional Lead at North American Headquarters - 519-737-6984 ext. #1220, or electronically at [AODA@plasman.com](mailto:AODA@plasman.com), or contact facility directly at:

**Canadian Facility Human Resource Manager Contact Information:**

**Plasman - Windsor 1 Manufacturing**

5250 Outer Drive  
Windsor, ON N9A 6J3  
P - 519-737-1633 / F 519-737-6519

**Plasman – Windsor Tooling**

5245 Burke Street  
Windsor, ON N9A 6J3  
P - 519-737-6984 / F 519-737-6572

**Plasman - Windsor 3 Manufacturing**

635 Sprucewood Avenue  
Windsor, ON N9C 0B3  
P – 226-221-8120 / F 226-221-8121

**Plasman - Tilbury Manufacturing**

Box 538, 24 Industrial Park Road  
Tilbury, ON N0P 2L0  
P - 519-682-1155 / F 519-682-3355

**Plasman - Tecumseh Manufacturing**

418 Silvercreek Industrial Road  
R.R. #1 Tecumseh, ON N8N 4Y3  
P - 519-727-4545 / F 519 -727-4549

**Reference Documents:**

1. Notice on Feedback Process Template
2. Feedback Form Template
3. Disruption of Services Template
4. AODA Integrated Accessibility Standard Policy



***Relevant Legislation/Guidelines:***

The Accessibility Standards for Customer Service, Ontario Regulation 429/07  
[www.e-laws.gov.on.ca](http://www.e-laws.gov.on.ca) at [http://22.e-aws.gov.on.ca/html/source/regs/English/2007/elaws\\_src\\_regs\)r067429\\_3e.htm](http://22.e-aws.gov.on.ca/html/source/regs/English/2007/elaws_src_regs)r067429_3e.htm)

Ontarians with Disabilities Act, 2001 at  
[http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_01o32\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_01o32_e.htm)

Accessibility for Ontarians with Disabilities Act, 2005 at  
[http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_05a11\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm)

[www.AccessON.ca](http://www.AccessON.ca) – accessibility resource website

Guide to the Accessibility Standards for Customer Service  
<http://209.167.40.96/doc.asp?unit=cust-serv-req&doc-&lang=eng>