



Accessible Customer Service Policy

Providing Goods and Services to People with Disabilities

Purpose

To establish policies, practices and procedures to ensure Ingenia Polymers Corp. is accessible to customers and others in accordance with Accessibility for Ontarians with Disabilities Act, 2005 (the "Act") including Ontario Regulation 429/7 Accessibility Standards for Customer Service.

Background Information

The Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA") is a Provincial Act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Under the AODA, Ontario Regulation 429/07 entitled "*Accessibility Standards for Customer Service*" came into force on January 1, 2008. That Regulation establishes accessibility standards specific to customer service for organizations that provide goods and services to members of the public or other third parties.

This policy (to be effective January 1, 2012) is drafted in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07) and addresses the following:

- The provision of goods and services to persons with disabilities;
- The use of assistive devices by persons with disabilities;
- The use of service animals by persons with disabilities;
- The use of support persons by persons with disabilities;
- Notice of temporary disruptions in services and facilities;
- Training;
- Customer feedback regarding the provision of goods and services to persons with disabilities; and
- Notice of availability and format of documents.

Application

This policy applies to all persons within our Organization who deal with members of the public or other third parties on behalf of the Organization, whether the person does so as an employee, temporary placement, contractor, and all persons who participate in developing the Organization's policies, practices and procedures governing the provision of goods and services to members of the public or other third parties.

Ingenia Polymers Corp. is committed to providing goods and services that are accessible to all persons that we serve including people with disabilities.

General Principles

The Provision of Goods and Services to Persons with Disabilities

Ingenia Polymers Corp. will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- The Corporation's goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- The provision of the Corporation's goods and services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from the Corporation's goods or services and,
- Persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use or benefit from the Corporation's goods and services.

Assistive Devices

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from our workplace's goods and services. Exceptions may occur in situations where we determine that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises.

In these situations and others, Ingenia Polymers Corp. may offer a person with a disability other reasonable measures to assist him or her in obtaining, using and benefiting from our goods and services, where we have such other measures available.

It should be noted that it is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communications

We will communicate with people with disabilities in ways that take into account their disability.

Service Animals

Persons with a disability may enter our premises accompanied by a service animal and keep the animal with them on the parts of our premises that are open to the public.

It is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.

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.

Fees will not be charged for admission to our premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Ingenia Polymers Corp. will notify customers/visitors 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.

This notice will be placed at the main entrance doorway.

Training for Staff

Ingenia Polymers Corp. will provide training to employees, and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

- customer service representatives
- sales representatives
- all managers and management staff
- shipping/receiving staff
- purchasing staff
- reception
- accounts payable/receivable
- any other staff who may interact in person or over the telephone with customers/clients

The training will be provided as soon as is practical as well as on an ongoing basis as changes occur to Ingenia Polymers Corp. policies, practices and procedures that govern the provision of goods or services to persons with disabilities and/or when there are changes to the Act.

Records shall be kept for each employee indicating the date and training provided.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Our accessible customer service plan
- 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 support person.
- How to use any equipment or devices that we may have on site that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing our goods and services.

Feedback Process

The ultimate goal of this Policy is to meet goods and service delivery expectations while responding to the requests of individuals with disabilities. Comments on how well we are meeting those expectations are welcome and appreciated

Feedback about this Policy or its implementation can be submitted to:

Ingenia Polymers Corp.

565 Greenwich Street, Brantford, ON N3T 5M2

519-758-8941

ATTN: Safety Coordinator

Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve our services. Feedback received will be redirected to an appropriate contact person in the Organization, as appropriate.

Where possible, complaints will be addressed immediately. However, some complaints may require more effort to address, and must be reviewed for action, possibly involving a number of elements within our Organization. Individuals offering feedback can expect acknowledgement of that feedback within five business days of its receipt. The acknowledgement will indicate how the matter will be addressed and when the individual will be notified of the outcome. Ingenia Polymers Corp. will follow up on any actions arising from

the feedback and the timeframe for implementation will be provided as part of the notification of outcome. Feedback/response will be in a format that is accessible to the complainant.

Modifications to this or other policies

Any policy of Ingenia Polymers Corp. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Availability and Format of Documents

All documents required by the Accessibility Standards for Customer Service, including the Organization's Accessible Customer Service policies, procedures and practices, notices of temporary disruptions, training records, and written feedback process are available upon request. This availability of documents will be posted in a conspicuous location at the workplace.

When providing a document to a person with a disability, Ingenia Polymers Corp. will provide the document, or the information contained in the document, in a format that takes the person's disability into account. We will discuss what options they have available to them and then agree on the format we will provide.

Definitions

Assistive Device - A device used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Customer Service Standard.

A teletypewriter (TTY) is a device that allows users to send typed messages across phone lines. Many people who are Deaf, oral deaf, deafened, hard of hearing or deafblind use TTYs to call other individuals. This device generally has a keyboard and display that lets the user send and receive typed messages over telephone lines. People who are deafblind may use an additional large print or braille display to read the typed messages.

A stand-alone TTY must communicate with another TTY. TTY users can directly call other TTY numbers or they can call a Relay Service. The Bell Relay Service number is 1-800-855-0511. The Relay Service operator will receive the messages on a TTY and relay the messages, by standard phone, to a person who does not have a TTY. A standard phone user can also place a call through the Relay Service operator to a TTY user.

Dignity – service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people.

Disability

- a) 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 co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) A condition of mental impairment or a developmental disability,
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder, or

- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog - A guide dog as defined in section 1 of the Blind Persons' Rights Act is a dog trained as a guide for a blind person and having qualifications prescribed by the regulations under the Blind Persons' Rights Act.

Independence – when a person with a disability is allowed to do things on his/her own without unnecessary help.

Service Animal - Any animal used by a person with a disability for reasons relating to the disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or where the person provides a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability; or a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

Support Person - A person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care, or medical needs or with access to goods or services.