



Human Resources Policies and Procedures

HR-006 – ACCESSIBLE CUSTOMER SERVICE POLICY – AODA - ALL EMPLOYEES

Rev 1

1. PURPOSE

This policy is intended to meet the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties.

All goods and services provided by Rush Truck Centres of Canada (“RTCC”) shall follow the principles of dignity, independence and equal opportunity.

2. REFERENCE

Accessibility Standards for Customer Service for Customer Service, Ontario Regulation 429/07 under the *Accessibility for Ontarians with Disability Act, 2005*.

3. SCOPE

- a. This policy applies to the provision of goods and services at locations owned and operated by RTCC.
- b. This policy applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of RTCC, including when the provision of goods and services occurs off the premises of RTCC such as in: delivery services, call centres, vendors, and drivers.
- c. The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at the locations owned and operated by RTCC.
- d. This policy shall also apply to all persons who participate in the development of the RTCC’s policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

4. POLICY

4.1 Legislation

The *Accessibility for Ontarians with Disabilities Act (AODA)* became law in 2005. It has been mandated under the Act, to break down the barriers faced by people with disabilities to make the province of Ontario accessible by 2025.

The various accessibility standards being developed, implemented and enforced are:

- Customer Service
- Transportation
- Information and Communication
- Built Environment – including buildings, parking and entrances
- Employment

These standards will address barriers facing people with a range of disabilities, including physical, vision, hearing, sensory, mental health, developmental and learning.

Addressing the accessibility standard for customer service is the first standard being developed. Organizations providing goods or services either directly to the public or to third parties and have one or more employees in Ontario must comply with this standard by January 1, 2012.

Issued By	Rev #	Last Updated	File Name	
Human Resources	2	February 21, 2019	HR-006 Accessible Customer Service – AODA Rev 1.doc	Page 1 of 4



Human Resources Policies and Procedures

HR-006 – ACCESSIBLE CUSTOMER SERVICE POLICY – AODA - ALL EMPLOYEES

Rev 1

4.2 Policy

RTCC will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer's disability.

4.2.1 Communication

It is our policy to communicate with people with disabilities in ways that take into account their disability.

4.2.2 Telephone Services

We are committed to providing fully accessible telephone service to our customers. We will train employees to communicate with customers over the telephone in clear and plain language and to speak clearly at a normal pace.

4.2.3 Assistive Devices

Customer's own assistive device(s):

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by RTCC.

Definition – An assistive device is a 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 customers bring with them such as wheelchairs, walkers, canes, hearing aids or personal oxygen tank that might assist in moving, hearing, seeing, communicating, breathing, etc.

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

4.2.4 Service Animals

Service animals are welcome while accompanying people with disabilities on any RTCC premises open to the public.

Employees will be trained in how to interact with people with disabilities who are accompanied by a service animal. Where service animals are not clearly identified, an employee will ask the owner to provide appropriate documentation.

4.2.5 Support Persons

If a customer with a disability is accompanied by a support person, RTCC will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

4.2.6 Notice of Temporary Disruption

In the event of a planned or unexpected disruption to the services or facilities used by people with disabilities, RTCC will provide notice to customers as soon as possible. The notice will include information regarding the reason for the disruption, its anticipated duration and a description of alternative services, if available.

The notice will be posted at the entrance of the location and at the site of the disruption.

Issued By	Rev #	Last Updated	File Name	
Human Resources	2	February 21, 2019	HR-006 Accessible Customer Service – AODA Rev 1.doc	Page 2 of 4



Human Resources Policies and Procedures

HR-006 – ACCESSIBLE CUSTOMER SERVICE POLICY – AODA - ALL EMPLOYEES

Rev 1

4.2.7 Feedback Process

Providing exceptional customer service is of great importance to RTCC. As such, we value both positive and constructive feedback from our customers.

Customer comments can be forwarded through the following options:

- Speaking to a Manager, or
- Contacting the Human Resources Manager
 - By telephone: (905) 671-7600 or Toll Free 1(844) 882-8785
 - By email: hr@rushtruckcentres.ca
 - By mail: Attn: HR Manager, 7450 Torbram Rd., Mississauga ON L4T 1G9

RTCC will ensure feedback processes are accessible by providing or arranging for the provision of accessible formats and communication supports upon request.

All feedback will be reviewed by the V.P. of Operations or Human Resources Manager; a decision made and response provided to the customer directly within one (1) week of the feedback received.

4.2.8 Availability and Format of Documents

A poster will be displayed at each location advising customers that this policy will be made available upon request in an accessible format as per the requirement set by Ontario Regulation 429/07.

RTCC will provide the policy upon request in an accessible format.

4.3 Communication

This policy will be communicated to all employees via memo and to new employees during orientation of Policy and Procedures.

4.4 Training

Training will be provided to all employees responsible for dealing with the general public as well as any individuals responsible for the development and implementation of customer service policies, procedures and practices.

All employees responsible for interacting directly with customers including managers will complete AODA Customer Service Training on-line course provided through a 3rd party organization. New employees will receive training as part of their orientation training during the first week of employment.

Employees will be trained on how to interact and communicate with people with various types of disabilities.

Training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a guide dog, service dog or other service animal; or
 - require the use of a support person.
- Instructions on how to use equipment or devices that are available at our locations or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your organization's goods or services.

Record of Training

RTCC will keep a record of training completed including dates of completion.

Issued By	Rev #	Last Updated	File Name	
Human Resources	2	February 21, 2019	HR-006 Accessible Customer Service – AODA Rev 1.doc	Page 3 of 4



Human Resources Policies and Procedures

HR-006 – ACCESSIBLE CUSTOMER SERVICE POLICY – AODA - ALL EMPLOYEES

Rev 1

6. Administration

Employees that have questions or concerns regarding this policy or its related procedures, please contact:

Human Resources Manager

Telephone: (905) 671-7600 or Toll Free: 1 (844) 882-8785

Email: hr@rushtruckcentres.ca

5 Enforcement

This policy must be adhered to by all employees of RTCC. Any employee found to have violated this policy may be subject to disciplinary action up to and including termination of employment.

6 Revision History

February 21, 2019 – rev1

November 17, 2014 - Original

Issued By	Rev #	Last Updated	File Name	
Human Resources	2	February 21, 2019	HR-006 Accessible Customer Service – AODA Rev 1.doc	Page 4 of 4