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## Customer Service Policy

### Providing Goods and Services to People with Disabilities

#### 1. Purpose and Policy Statement

The goal of the Accessibility for Ontarians with Disabilities Act, 2005 (the “Act”) is to create a more accessible Ontario, by identifying and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability.

A standard for customer service (“the Standard”) has been established under the Act to ensure goods and services are, where at all possible, equally accessible to every member of the public.

We at PPG are committed to providing its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

#### 2. Application

The Policy applies to all members of our organization and those who act on our behalf including our employees, agents and contract employees.

#### 3. Definitions

**3.1 Accessibility Report** – The report required to be filed pursuant to section 14 of the Act.

**3.2 Assistive Device** – Any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.

**3.3 Disability** – Has the same definition as is provided under the Accessibility for Ontarians with Disabilities Act and the Human Rights Code, R.S.O. 1990, c. H.19.

**3.4 Service Animal** – An animal is a service animal for a person with a disability, if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- If the person provides documentation from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.

**3.5 Support Person** – A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods or services.

#### **4. Core Principles of the Policy**

We endeavour to ensure that the Policy and related practices and procedures are consistent with the following four (4) core principles:

- 4.1 Dignity** – Persons with a disability must be treated as valued customers as deserving of service as any other customer.
- 4.2 Equality of Opportunity** – Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.
- 4.3 Integration** – Wherever possible, persons with a disability should benefit from our goods and services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the person's individual needs.
- 4.4 Independence** – Goods and services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

#### **5. Implementation**

PPG has created an Accessibility Committee responsible for:

- 5.1** Developing and implementing policies, practices and procedures to ensure the accessible provision of goods and services to persons with a disability.
- 5.2** Developing and implementing an accessibility training program as required under the Act.
- 5.3** Developing a feedback procedure as required under the Act.  
Filing Accessibility Reports as required under section 14 of the Act.

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

PPG is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

##### **6.1 Communication**

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

##### **6.2 Telephone Services**

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will

offer to communicate with customers by other means of communication that may apply, (e.g. e-mail, TTY, relay services) if telephone communication is not suitable to their communication needs or is not available.

#### **6.3 Assistive Devices**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. 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.

#### **6.4 Billing**

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in alternate formats upon request. We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

### **7. Service Animals**

Persons with a disability may enter premises owned and/or operated by PPG accompanied by a Service Animal, and keep the Service Animal with them, if the customer has access to such premises and the Service Animal is not otherwise excluded by law. If a service animal must be excluded, we explain to our customer why this is the case and explore alternative ways to meet the customer's needs. If it is not readily apparent that the animal is a Service Animal, PPG may ask the person with a disability for documentation from a regulated health professional confirming that the person requires the animal for reasons relating to his/her disability. Employees will receive training on how to interact with persons with a disability accompanied by a Service Animal.

### **8. Support Persons**

A person with a disability may enter premises owned and/or operated by PPG with a support person and have access to the Support Person while on the premises.

In certain cases, PPG might require a person with a disability to be accompanied by a support person for health or safety reasons. Before making a decision, we will consult with the person with a disability to understand their needs; consider health or safety reasons based on available evidence; and determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

Staff will receive training on how to interact with persons with a disability who are accompanied by a Support Person.

### **9. Notice of Temporary Disruption**

PPG will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice

will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available.

The notice will be posted at the entrance of the applicable premises.

## **10. Training**

PPG will provide training and ongoing training as required under the Act to all persons to whom this Policy applies as well as to those persons charged with developing this Policy and related procedures and practices. Training will be provided on an ongoing basis when changes are made to these policies, practices and procedures.

Furthermore training will be provided to all Ontario new hires as soon as practicable after he/she is assigned the applicable duties.

Training will include the following:

- A review of the purpose of the Act and requirements of the Standard
- A review of the Policy
- How to interact and communicate with people with various types of disabilities.
- How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person
- How to use devices that may be available on provider's premises or otherwise that may help with the provision of goods or services to people with disabilities.
- What to do if a person with a disability is having difficult accessing our premises and/or services.

Records of the training provided will be maintained and will include the training protocol, the dates on which the training occurred and a list of the individuals who have participated in the training in accordance with the requirements of the Act.

## **11. Feedback Process**

The ultimate goal of PPG is to meet and surpass customer expectations while serving customers with disabilities. Comments on our service regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way PPG provides goods and services to people with disabilities can be made to HR Directors noted below via email, verbally or written correspondence etc. We will ensure feedback process is accessible by providing or arranging for accessible formats and communication supports, on request. All feedback will be directed to the appropriate division regarding the feedback. Customer complaint/issues will be acknowledged within 5 business days with a final response within 30 business days, if necessary.

A record of complaints will be maintained on file for one (1) year.

## **12. Modifications to this or other Policies**

PPG is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of PPG that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **13. Questions about this Policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Director, Human Resources. Contact details are below. This Policy, and related practices and protocols, shall be made available to a customer upon request. PPG will provide documents, or the information contained in documents, required to be provided under the Standard, to a person with a disability in a format that takes the person's disability into account.

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