

# Accessibility Policy

multiVIEW Locates Inc.

2021  
Version 2



Utility Locating



Subsurface Utility Engineering



Concrete Scanning



CCTV Camera Inspection



Hydro Vacuum Excavation



Geophysics

## THIS DOCUMENT IS A MANDATORY READ

The provincial government of Ontario is set to have an accessible Ontario by 2025. Ontario is the first Canadian province to pass law to improve accessibility in the areas that impact the daily lives of people with disabilities. multiVIEW Locates Inc. (hereto referred to as “MLI”) is subject to the Ontario legislation and is required to comply with a number of accessibility standards. Therefore, MLI and its employees are accountable and responsible to adhere to the policies and procedures set out in this document.

### TABLE OF CONTENTS

- [POLICIES, PRACTICES AND PROCEDURES](#) .....3
- [STATEMENT OF COMMITMENT](#) .....3
- [SCOPE](#) .....3
- [ACCOUNTABILITIES AND RESPONSIBILITIES](#) .....3-4
- [GENERAL DEFINITIONS](#) .....4-6
- 1.0 [INTEGRATED ACCESSIBILITY STANDARDS REGULATION POLICY](#) .....6-9
  - A. PURPOSE AND BACKGROUND .....6
  - B. ACCESSIBILITY PLAN .....6-9
    - I. TRAINING .....7
    - II. INFORMATION AND COMMUNICATION STANDARDS .....7-8
    - III. EMPLOYMENT STANDARDS .....8-9
- 2.0 [ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY](#) .....10-17
  - A. PURPOSE AND BACKGROUND .....10
  - B. SCOPE .....10
  - C. STATEMENT OF COMMITMENT AND ACCOUNTABILITIES .....11
  - D. ADDITIONAL DEFINITIONS .....11
  - E. CUSTOMER SERVICE POLICY, PRACTICE AND PROCEDURE.....11-19
    - I. THE PROVISION OF GOODS AND SERVICES TO PEOPLE WITH DISABILITIES .....11-12
    - II. THE USE OF ASSISTIVE DEVICES .....12-13
    - III. THE USE OF GUIDE DOGS AND SERVICE ANIMALS .....13-14
    - IV. THE USE OF SUPPORT PERSONS .....14-15
    - V. NOTICE OF SERVICE DISRUPTIONS.....15
    - VI. CUSTOMER FEEDBACK .....16
    - VII. TRAINING .....16-17
    - VIII. NOTICE OF AVAILABILITY AND FORMAT OF REQUIRED DOCUMENTS .....17
- 3.0 [POLICY MODIFICATIONS](#) .....17
- 4.0 [QUESTIONS ABOUT THIS POLICY](#) .....18
- 5.0 [SCHEDULE – A: ACCESSIBLE CUSTOMER SERVICE PRINCIPLES](#) .....19



### Revision History

Version	Section	Implemented	Change
1	Separate Standalone Document	December 2014	Created the Accessible Customer Service Policy related to AODA
1	Separate Standalone Document	March 2017	Created the Accessibility Policy related to IASR
2	All	April 2021	Revised both Accessible Customer Service Policy and Accessibility Policy into one Policy Manual



## POLICIES, PRACTICES AND PROCEDURES

The *Accessibility for Ontarians with Disability Act, 2005*<sup>[2]</sup> (“the AODA”) is a provincial act with the purpose of developing and enforcing Accessibility Standards in order to achieve accessibility for persons with disabilities, with respects to goods, services, facilities, accommodations, employment, building, structures and premises.

The Accessibility Standards are laws that government, businesses, non-for-profits and public sector organizations must follow to make Ontario more accessible and inclusive.

## STATEMENT OF COMMITMENT

MLI is committed to providing a welcoming, accessible, and inclusive environment for all persons with disabilities in a way that is respectful of the dignity and independence of people with disabilities and in a manner that takes into account the person’s disability(ies) and embodies the principles of integration and equal opportunity.

MLI is committed to meeting the needs of persons with disabilities. MLI will endeavour to meet the requirements of legislation and its own policies and goals related to identifying and removing barriers that make it difficult for people with disabilities to interact with MLI.

MLI is committed to making people within its community aware of their rights and responsibilities to foster an accessible and inclusive environment with and for persons with disabilities.

MLI is committed to ensuring that the AODA, its regulations and standards, and all other applicable legislation concerning accessibility are frequently observed and implemented in a timely fashion.

## SCOPE

This policy applies to all MLI-owned and operated locations and its employees.

## ACCOUNTABILITIES AND RESPONSIBILITIES

MLI’S **EXECUTIVE COMMITTEE** IS ACCOUNTABLE AND RESPONSIBLE FOR:

- Governing the policy.
- Corporate liability for compliance with legislation requirements, including fiscal responsibilities, human costs, and human rights issues.
- Support and promote the policy in their area of direct report and throughout the organization.



- Drive the culture to a high level of awareness and understanding with regards to disability and accommodations.

**MLI'S DIRECTORS AND MANAGERS ARE ACCOUNTABLE AND RESPONSIBLE FOR:**

- Fostering open and supportive communications.
- Demonstrating empathy to and respecting the confidentiality of information.
- Elevating awareness among their reports and throughout the organization to facilitate understanding of the policy.
- Participating and cooperating in the facilitation of workplace accommodations.

**MLI'S HUMAN RESOURCES IS ACCOUNTABLE AND RESPONSIBLE FOR:**

- Participating and cooperating with all parties to help facilitate workplace accommodations.
- Acting as a resource for all parties and participants.
- Supporting and educating directors, managers, executive committee, and employees in their obligations to comply with the applicable Accessibility Standards under the AODA.

**MLI'S EMPLOYEES ARE ACCOUNTABLE AND RESPONSIBLE FOR:**

- Participating and cooperating with all parties to facilitate workplace accommodations.

## GENERAL DEFINITIONS

### Accessibility Standards

Laws that government, businesses, non-for-profits and public sector organizations must follow to make Ontario more accessible and inclusive. These standards help businesses and organizations to identify and remove barriers to improve accessibility in five areas:

- Customer Service,
- Access to Information,
- Public Transportation,
- Employment, and
- Outdoor Public Spaces.

### Accessible Formats

Includes, but is not limited to accessible electronic formats, Braille, text transcripts, large print, recorded audio, and other formats accessible to persons with disabilities.



## Assistive Devices

A technical aid, communication device or another 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 a wheelchair, walker, or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering, or reading.

## Barrier

As defined by the *Ontarians with Disabilities Act, 2001*<sup>[3]</sup> (Ontario Government Bill 125), anything that prevents a person with a disability from fully participating in all aspects of society because of his/her disability. This includes:

- a physical barrier,
- an architectural barrier,
- an informational or communications barrier,
- an attitudinal barrier, and
- a policy, practice or procedure barrier.

## Communication Supports

Includes, but is not limited to sign language, plain language, and other communication supports that facilitate effective communications.

## Disability

The term, as defined by the AODA and the *Ontario Human Rights Code*<sup>[4]</sup>, refers to:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness, and without limiting the generality for the foregoing, includes diabetes, mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other service animal, or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or

- any injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*<sup>[5]</sup>.

The definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities with effects of that may come and go. This is a broad definition and one that must be considered closely when educating our employees in the appropriate response to people with disabilities.

## 1.0 INTEGRATED ACCESSIBILITY STANDARDS REGULATION POLICY

### A. PURPOSE AND BACKGROUND

The following policy has been established by multiVIEW Locates Inc. (“MLI”) to govern the provision of services as it relates to the *Integrated Accessibility Standards Regulation 191/11*<sup>[6]</sup> (“IASR”), found under the *Accessibility for Ontarians with Disability Act, 2005*<sup>[2]</sup> (“AODA”).

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of:

- Information and Communications
- Employment

MLI is governed by this policy as well as the *Accessibility Standards for Customer Service Policy*<sup>[7]</sup> and the *Accessibilities for Ontarians with Disabilities Act, 2005*<sup>[2]</sup>, in meeting the accessibility needs of persons with disabilities.

### B. ACCESSIBILITY PLAN

to achieve compliance with respect to the AODA, MLI has developed a multi-year Accessibility Plan that outlines the company’s strategy and commitment to meet the applicable standards of the IASR.

The Accessibility Plan was developed in consultation with a cross-functional team at MLI. The Accessibility Plan helps identify the barriers that prevent people with disabilities from participating in aspects of society because of his/her disability, such as attitudinal, information and communication, technology, organizational, and physical, within the stated goals of the IASR.

The Accessibility Plan will be reviewed, and updated if required, at least once every five years. The Accessibility Plan will be posted on MLI’s corporate website, and a full copy will be accessible by



employees on MLI's ERP System. Upon request, MLI will provide a copy of the Accessibility Plan in an accessible format.

I. TRAINING

MLI will ensure that training is provided on the requirements of the Accessibility Standards referred to in the IASR and continue to provide training on the *Ontario Human Rights Code*<sup>[8]</sup> as it pertains to persons with disabilities, to:

- all its employees and volunteers;
- all persons who participate in developing MLI's policies; and
- all other persons who provide goods, services, or facilitates on behalf of MLI

The training will be appropriate to the duties of the employees, volunteers, and other persons.

Employees will be trained when changes are made to MLI's Accessibility Policy. New employees will be trained as soon as practicable.

MLI will keep a record of the training it provides.

II. INFORMATION AND COMMUNICATION

- Feedback: MLI will continue to ensure that the process for receiving and responding to feedback is accessible to persons with disabilities, whether members of the public, clients, customers, or employees, in an appropriate, accessible format or communication support, upon request.
- Accessible Formats and Communication Support: Upon request and consultation, MLI will endeavour to provide or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

MLI will also notify the public about the availability of accessible formats and communications supports. MLI will also engage in an ongoing review process to identifying additional accessible formats and communication supports that may be offered by MLI.

- Accessible Website and Web Content (to be effective January 1, 2025): MLI will conform all its Internet and Intranet websites and owned web content with the *World Wide Web Consortium ("W3C") Web Content Accessibility Guidelines ("WCAG")* 2.0 Level AA.



III. EMPLOYMENT STANDARDS

- i. Recruitment: MLI will notify its employees and the public about the availability of accommodations for applicants with disabilities in its recruitment process.
- ii. Recruitment, Assessment or Selection Process: MLI will ensure that job applicants are notified when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request and in relation to the material or processes to be used.

MLI will consult with the applicant to provide or arrange for the provision of, a suitable accommodation in a manner that meets the applicant's accessibility needs due to his/her disability.

- iii. Notice of Successful Applicants: When presenting an offer of employment, MLI will notify the successful applicant of its policies for accommodating employees with disabilities.
- iv. Informing Employees of Supports: MLI will ensure that employees are informed of its accessibility policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility need due to disability. This information will be provided to new employees as soon as practicable after commencing employment.
- v. Accessible Formats and Communication Supports for Team Members: Upon the request of an employee with a disability, MLI will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information is generally available to other employees.

In determining the suitability of an accessible format or communication support, MLI will consult with the employee making the request.

- vi. Workplace Emergency Response Information: MLI will provide individualized workplace emergency response information to employees who have a disability if the disability is such that the individualized information is necessary, and if MLI is aware of the need for accommodation due to the employee's disability. MLI will provide this information as soon as practicable after becoming aware of the need for accommodation.



Where the employee requires assistance, MLI will, with the consent of the employee, provide the workplace emergency response information to the person designated by MLI to provide assistance to the employee.

MLI will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodation needs are reviewed, or when MLI's emergency response policy is reviewed.

- vii. Documented Individual Accommodation Plans: MLI currently accommodates the needs of its employees with disabilities as required under the *Ontario Human Rights Code*<sup>[8]</sup>. In consultation with the appropriate parties, MLI will develop an individualized accommodation plan for each of its employees with disabilities, as MLI is made aware. MLI will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required) and will identify any other accommodation that is to be provided.

- viii. Return to Work Process: MLI maintains a documented return to work process for its employees who have been absent due to a disability and who require disability-related accommodations to return to work.

The return to work process outlines the steps MLI will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

The above-stated return to work process will not replace, hinder, or override any other return to work process created by or under any other statute (i.e., the *Workplace Safety Insurance Act, 1997*<sup>[5]</sup>).

- ix. Performance Management and Career Development, Advancement and Redeployment: MLI will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

## 2.0 ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY

### A. PURPOSE AND BACKGROUND

Under the *Accessibility for Ontarians with Disability Act, 2005*<sup>[2]</sup> (“AODA”), *Ontario Regulation 429/07*, entitled “*Accessibility Standards for Customer Service*<sup>[7]</sup>” (the “Service Regulation”) came into effect on January 1, 2008. The Service Regulation establishes Accessibility Standards specific to customer service for private sector organizations that provide goods and services to a member of the public or other third parties, not to the goods themselves.

The objective of this policy is to identify what the equal treatment provisions of the *Ontario Human Rights Code*<sup>[8]</sup> through the AODA and the Service Regulation require with respects to service delivery to persons with disabilities, and addresses the following:

- The Provision of Goods and Services to Persons with Disabilities;
- The Use of Assistive Devices;
- The Use of Guide Dogs and Service Animals;
- The Use of Support Persons;
- Notice of Service Disruptions;
- Customer Feedback;
- Training; and
- Notice of Availability and Format of Required Documents

### B. SCOPE

- a. This policy applies to the provision of goods and services at premises owned and operated by multiVIEW Locates Inc. (“MLI”).
- b. This policy applies to employees and/or contractors who deal with the public or other third parties that act on behalf of MLI, including when the provision of goods and services occurs off the premises of MLI.
- c. The section of this policy that addresses the use of guide dogs, service animals, and services dogs only applies to the provision of goods and services that take place at premises owned and operated by MLI.
- d. This policy shall also apply to persons who participate in the development of MLI’s policies, practices, and procedures governing the provision of goods and services to members of the public or third parties.



**C. STATEMENT OF COMMITMENT AND ACCOUNTABILITIES**

MLI is committed to providing a respectful, welcoming, accessible, and inclusive environment in the provision of goods and services for both customers and employees alike. MLI is committed to and strives to ensure that the AODA, the standards, and all other relevant legislation concerning accessibilities are continuously reviewed and addressed where applicable. MLI ensures that people within its community are aware of their rights and responsibilities to foster an accessible and inclusive environment with and for persons with disabilities. All goods and services provided by MLI shall follow the principles of dignity, independence, integration, and equal opportunity<sup>[1]</sup>.

**D. ADDITIONAL DEFINITIONS**

**Guide Dog**

A highly-trained working dog that has been trained at one of the facilities listed in *Ontario Regulation 58* under the *Blind Persons' Rights Act*<sup>[9]</sup>, to provide mobility, safety, and increased independence for people who are blind.

**Service Animal**

As reflected in the Service Regulation<sup>[10]</sup>, an animal that is trained, typically dogs, to help a person with a disability maintain independence and can be verified as a service animal if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- the person provides a letter from a physician or nurse confirming that they require the animal for reasons related to his/her disability; or
- the person provides 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**

As reflected in the Service Regulation, is in relation to a person who accompanies a person with a disability in order to help him/her with communication, mobility, personal care, medical needs, or access to goods and services.

**E. CUSTOMER SERVICE POLICY, PRACTICE AND PROCEDURE**

**I. THE PROVISION OF GOODS AND SERVICES TO PERSONS WITH DISABILITIES**

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

- ensuring that all customers receive the same value and quality;



- allowing customers with disabilities to do things in their own way and 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.

PRACTICES

- Accessibility: MLI employees and representatives will be encouraged to be proactive in seeking solutions and removing barriers, as well as alerting all customers to the range of accommodations that are available.
- Communication: MLI is responsible for training employees on how to interact and communicate with people with disabilities, which is guided by the principle of dignity, independence, integration, and equality.

The term “persons with disabilities” will be the norm, and if a specific condition must be referenced, the condition will be referenced last (e.g., a person with hearing impairment). The following are a few tips that may help make communication with or about people with disabilities more successful:

- Remember to put people first. E.g. It is proper to say “person with a disability” rather than a disabled person or disabled; and
  - Never assume to know. It is best to wait until an individual describes his/her situation to you, rather than to make your own assumptions. Many types of disabilities have similar characteristics and your assumption may be wrong.
- Telephone Services: MLI is committed to providing fully accessible telephone service to our customers. We will train applicable staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. When telephone communication is not suitable to communication needs or is not available, we offer to communicate with customers by email, TTY, Textnet (online TTY), Video Replay Services (VRS), or Bell Replay Service.
  - Billing: MLI is committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in alternative formats (e.g. hard copy, large print, email, etc.) upon request. MLI staff are also prepared to answer customer questions as it relates to the content of the invoice.

II. THE USE OF ASSISTIVE DEVICES

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by MLI. In cases where the assistive devices present a safety



concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and the business. Or, where elevators are not present and where an individual requires an assistive device for the purpose of mobility, service will be provided in a location that meets the needs of the customer.

PRACTICES

Employees who interact with customers or other third parties will be trained on how to assist and accommodate various assistive devices, should their assistance be required.

III. THE USE OF GUIDE DOGS AND SERVICE ANIMALS

MLI is committed to welcoming people with disabilities who are accompanied by a guide dog and/or other service animal. A customer with a disability that is accompanied by a guide dog or service animal will be allowed access to premises (including food service areas) that are open to the public unless otherwise excluded by law (see “Applicable Laws” below for more details).

Every effort will be made by MLI and its employees to ensure that the surroundings allow the individual to effectively maintain their relationship with their guide dog or service animal.

The customer that is accompanied by a guide dog or service animal is responsible for maintaining care and control of the animal at all times.

Applicable Laws

- The *Dog Owners’ Liability Act, Ontario*<sup>[11]</sup>: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pit bulls) and a provision that is more restrictive in relation to controls or bans on these breeds, the provision that is more restrictive in relations to controls or bans on the breeds will prevail.
- The *Food Safety and Quality Act, Ontario*<sup>[12]</sup>: Animals not intended for slaughter or to be euthanized are not allowed in any area or room of a meat plant. It also makes an exception for guide dogs and service animals to allow them in those areas of a meat plant where food is served, sold, or offered for sale to customer and in those areas that do not contain animals or animal parts and are not used for the receiving, processing, packaging, labeling, shipping, handling or storing of animals or parts of animals.
- The *Health Protection and Promotion Act, Ontario*<sup>[13]</sup>: This provincial act normally doesn’t allow animals in places where food is manufactured, prepared, processed,



handled, served, displayed, stored, sold, or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other service animals are not included in this exception.

#### PRACTICES

- i. Exclusion Guidelines: If a guide dog or service animal is excluded by law, MLI will try to offer alternative methods to enable the person with a disability to access goods and services, when possible. For example, securing the animal in a safe location and offering the guidance of a trained employee.
- ii. Allergy Guidelines: If a health and safety concern presents itself for example in a form of a severe allergy to the animal, MLI will make all reasonable efforts to meet the needs of all individuals.
- iii. Identification Guidelines: Under the AODA, there are no restrictions on what type of animal can be used as a service animal. When MLI employees cannot easily identify that an animal is being used by the customer for reasons relating to his/her disability, MLI may request verification from the customer, which may include:
  - a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
  - 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.
- iv. Welcoming Guidelines: Every effort will be made to accommodate the person and their guide dog or service animal. Whenever possible, MLI will endeavour to pre-plan for the accompaniment of a guide dog or service animal at its locations (owned/operated) or community sites. Planning may include mandatory AODA training to applicable MLI employees on how to interact with persons with disabilities and who are accompanied by a guide dog or service animal.

MLI employees will be prepared to respond to requests, inclusive of but not limited to water for the service animal, and to show the owner an outdoor area where the animal can be taken to relieve itself.

#### IV. THE USE OF SUPPORT PERSONS

MLI is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter MLI's premises together and will not be prevented from having access to their support person while on the premises.

PRACTICES

- i. Support Guidelines: MLI may only require a person with a disability to be accompanied by a support person when on the premises, if, after consulting with the person with the disability and considering the available evidence, MLI determines that (a) a support person is necessary to protect the health or safety of the person with the disability or that the health or safety of others on the premises; and (b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.
- ii. Confidentiality Guidelines: All customer confidentiality requirements and practices will also apply to the support persons. In situations where confidential information might be discussed, consent will be obtained from the customers and support persons prior to any conversation where confidential information might be discussed.

V. NOTICE OF SERVICE DISRUPTIONS

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of MLI. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use MLI's goods and services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

PRACTICES

- i. Notification Guidelines: In the event that a notification needs to be posted, the following information will be included unless it isn't readily available or known:
  - goods or services that are disrupted or unavailable;
  - reason for the disruption;
  - anticipated duration; and
  - a description of alternative services or options.

When disruptions occur, MLI will provide notice by:

- posting notices in conspicuous places, including at the point of disruption, at the main entrance, the nearest accessible entrance to the service disruption, and/or on MLI's website;
  - contacting customers with appointments;
  - verbally notifying customers when they are making a reservation or appointment; or
  - by any other method that may be reasonable under the circumstances.
- ii. Health & Safety Guidelines: Any service disruption will take top priority and MLI employees will check to ensure no one is trapped or stuck because of a disruption.





VI. CUSTOMER FEEDBACK

MLI shall provide customers with the opportunity to provide feedback on the services provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available on MLI's website. Feedback Forms along with alternative methods of providing feedback, such as verbally (in person or by telephone) or written (handwritten and delivered, or emailed), will be available upon request.

PRACTICE

i. Feedback Options: Customers can submit feedback to MLI's Customer Service Department by:

- Mail: multiVIEW Locates Inc.  
325 Matheson Blvd E.  
Mississauga, ON L4Z 1X8  
CANADA
- Phone: 1-800-363-3116 / 905-629-8959
- Email: [customerservice@multiview.ca](mailto:customerservice@multiview.ca)

Customers who wish to provide feedback by completing a Feedback Form can do so by contacting MLI's Office Administration at the phone number listed above.

ii. Feedback Process: Customers that provide formal feedback will receive acknowledgment of their feedback, along with any resulting actions based on concern or complaints that were submitted. In some cases, it may not be possible or appropriate to acknowledge feedback, for example, if the customer wishes to remain anonymous, or indicates that he/she does not want to receive an acknowledgment.

VII. TRAINING

Training will be provided to all employees who deal with the public. The amount of training given to each applicable employee will be tailored to suit the individual's interactions with the public and his/her involvement in the development of policies, procedures, and practices pertaining to the provision of goods and services.

PRACTICE

i. Training Provisions: As reflected in the Service Regulation<sub>[10]</sub>, regardless of the format, training will cover the following:

- A review of the purpose of the AODA
- A review of the requirements of the AODA Service Regulation<sub>[10]</sub>



- 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 or service animal; or
    - require the use of a support person (including the handling of admission fees).
  - Instructions on what to do if a person with a disability is having difficulty accessing MLI services or facilities
  - MLI policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.
- ii. Training Schedule: MLI will provide training as soon as practicable. Training will be provided to new employees and/or contractors who deal with the public or act on MLI’s behalf. Revised training will be provided in the event of changes to legislation and/or MLI’s policies.
- iii. Record of Training: MLI will keep a record of training, and will include the dates training was provided, the number of employees, and names of employees trained.

VIII. NOTICE OF AVAILABILITY AND FORMAT OF REQUIRED DOCUMENTS

MLI shall notify customers that the documents related to the *Accessibility Standard for Customer Service*<sup>[10]</sup> are available upon request and in a format that takes into account the customer’s disability. Notification will be given by posting the information in a conspicuous place owned and operated by MLI, MLI’s website, and/or any other reasonable method.

### 3.0 POLICY MODIFICATIONS

We are 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.

This policy and its related procedures will be reviewed as required in the event of legislative changes.



## 4.0 QUESTIONS ABOUT THIS POLICY

The purpose of this policy is to provide a framework through which MLI can achieve service excellence for people with disabilities. If anyone has any questions or concerns about this policy or its related procedures, please contact:

Human Resources  
multiVIEW Locates Inc.  
1-800-363-3116 / 905-629-8959  
[hr@multiveiw.ca](mailto:hr@multiveiw.ca)

This document is available in alternative formats upon request.

### REFERENCED & RELATED SOURCES:

- [1] See definition of dignity, independence, integration and equal opportunity in Schedule 1.
- [2] Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11
- [3] Ontarians with Disabilities Act, 2001, S.O. 2001, c. 32 – Bill 125
- [4] Human Rights Code, R.S.O. 1990, Chapter H.19, Section 10(1)(a-e), Service Ontario e-Law, 2006, 03, April 2009
- [5] Workplace Safety and Insurance Act, 1997, S.O. 1997, c. 16, Sched. A
- [6] O. Reg. 191/11: Integrated Accessibility Standards Regulation
- [7] O. Reg. 429/07: Accessibility Standards for Customer Service
- [8] Human Rights Code, R.S.O. 1990, Chapter H.19
- [9] Blind Persons' Rights Act, R.S.O. 1990, c. B.7
- [10] Accessibility of Ontarians with Disability Act, 2005, Ontario Regulation 429/07, Section 4(9)(a-b)
- [11] Dog Owners' Liability Act, R.S.O. 1990, c. D. 16
- [12] Food Safety and Quality Act, 2001, S.O. 2001, Ontario Regulation 31/05
- [13] Health Protection and Promotion Act, R.S.O. 1990, Ontario Regulation 562, Section 60



## SCHEDULE – A: ACCESSIBLE CUSTOMER SERVICE PRINCIPLES

**Dignity:** The principle of respecting the dignity of a person with a disability means treating them as customers and clients who are as valued and as deserving of high quality and timely service as any other customer. Persons with disabilities are not treated as an afterthought or forced to accept lesser service, quality or convenience. The delivery of goods and services must take into account how persons with disabilities can effectively access and use them.

**Independence:** In some instances, independence means freedom from control or influence of others -- freedom to make one's own choices. In other situations, it may mean the freedom to do things in one's own way. People who may move or speak more slowly or differently must not be denied an opportunity to participate in a program or service because of this. Staff must allow persons with disabilities to take the time they need, without rushing them or taking over a task for them if someone prefers to do it themselves in their own way.

**Integration:** The provision of goods or services to persons with disabilities and others must be integrated to allow persons with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers. Integration means that policies, programs and services including practices and procedures are designed to be accessible to everyone, including persons with disabilities.

**Equal Opportunity:** Equal opportunity means having the same chances, options, benefits and results as others. In the case of services it means that persons with disabilities have the same opportunity as others to obtain, use and benefit from the way goods or services are provided. They should not have to make significantly more effort to access or obtain.

