

Accessible Service Provision Policy

R.J. Burnside & Associates Limited and its affiliated companies (Burnside) strives at all times to provide services in a way that respects the dignity and independence of persons with disabilities. Burnside is committed to ensuring that, persons with disabilities receive accessible services of the same quality that others receive. Burnside is also committed to ensuring that, to the extent possible, accessible services are delivered in a timely manner.

This Policy has been prepared to meet the compliance requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and to articulate what people may expect from Burnside in regard to this standard.

Burnside's Accessible Service Provision Policy is intended to benefit the full range of persons with disabilities, as defined in the Ontario Human Rights Code. Burnside believes that whether a person's disability is apparent or not, everyone should be treated with courtesy, made to feel welcome, and have their needs respected whenever they interact with Burnside personnel.

Assistive Devices

Burnside is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from its services.

Burnside will ensure that employees know how to use assistive devices available in providing Burnside services and inform individuals wishing to access Burnside services of the assistive devices that are available.

Use of service animals and support persons

Persons with disabilities may bring their service animal on the parts of Burnside premises that are open to the public or other third parties. Burnside will ensure that all employees, volunteers and third parties dealing with the public are trained in how to interact with persons with disabilities who are accompanied by a service animal.

On rare occasions, a service animal may not be permitted to enter an area of the premises consistent with other laws. In these instances, managers will suggest appropriate alternatives and provide assistance.

Any person with a disability who is accompanied by a support person will be allowed to enter Burnside premises open to the public or other third parties with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on Burnside premises.

When support persons are required (e.g., sign language interpreters or attendants) for Burnside sponsored meetings, consultations or events, Burnside will work to facilitate payment arrangements for support persons.

Communication

Burnside will communicate with persons with disabilities in ways that take into account their disability. This means employees will communicate in a means that enables persons with disabilities to communicate effectively for purposes of using, receiving and requesting Burnside services and facilities.

Burnside will train staff who communicate with individuals wishing to access Burnside services on how to interact and communicate with persons with various types of disabilities.

Feedback process

The ultimate goal of this Policy is to meet service delivery expectations while responding to the requests of individuals with disabilities.

Customers who wish to provide feedback can do so by completing an Accessible Customer Service Feedback Form, onsite or by providing their feedback verbally.

Customers can submit feedback to:

Mail or hand delivered: Human Resources R.J. Burnside & Associates Limited 15 Townline Orangeville, Ontario L9W 3R4	Telephone: 519-941-5331 Fax: 519-941-8120	Email: hr@rjburnside.com Website: www.rjburnside.com
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Office Hours: Monday – Friday from 8:00 am to 5:00 pm

TTY users can use the Bell Relay System by calling 711 or 1-800-267-6511

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

Where possible, complaints will be addressed immediately. However, some complaints may require more effort to address.

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. Burnside 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.

Notice of temporary disruptions

Burnside will provide individuals wishing to access its services with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. This notice will include information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services available (where applicable).

The notice will be placed at all public entrances of the facility disrupted. Depending on the nature of the disruption, notice will also be provided on email, outgoing telephone messages and on Burnside's website. This notice will be provided in accessible formats.

Training

Burnside will provide training about the provision of accessible services to employees, contractors, volunteers and others who interact with people who wish to obtain use or benefit from services provided by Burnside.

Training will be provided to each person as soon as practicable after he or she is assigned applicable duties. Training will also be provided to every person involved in the development of policies, practices and procedures regarding the provision of services.

Training will occur on an ongoing basis and whenever changes are made to relevant policies, practices and procedures.

For information regarding the content of Burnside's training program and record keeping, please reference the AODA – Training Policy.