

# Ultimate Security Services Inc

## Accessible Customer Service Standard Policy

### Statement of Organizational Commitment

**Ultimate Security Services Inc** is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

**Ultimate Security Services Inc** is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

**Ultimate Security Services Inc** understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

**Ultimate Security Services Inc** is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

### PURPOSE

This policy establishes accessibility standards for customer service in accordance with the *Customer Service Standards* included in the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. The requirements under these standards are not a replacement or substitution for the requirements of the Ontario *Human Rights Code*. The purpose of this Policy is to put in practice our responsibilities under the AODA and to ensure that the Company complies with the Government of Ontario's accessibility standards.

### PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

Reasonable efforts will be made by Ultimate Security Services Inc, including its employees, volunteers and individuals providing services on their behalf, to ensure that:

- Persons with disabilities are provided equal opportunity to obtain, use and benefit from Ultimate Security's services;
- Ultimate Security's services are provided in a manner that respects the dignity and independence of persons with disabilities;
- Services provided to persons with disabilities are integrated with the services provided to others unless an alternative measure is necessary to allow a person with a disability to benefit from the services;
- Communications with a person with a disability are conducted in a respectful manner that takes the person's disability into account;
- Persons with disabilities may use assistive devices, service animals and support persons as is necessary to access Ultimate Security's offices and services unless superseded by other legislation.

## Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff are familiar with various assistive devices and other accessibility supports that will increase the accessibility of our services or facilities.

## Communication

We communicate with people with disabilities in ways that take into account their disability and we will work with the person with disabilities to determine what method of communication works for them.

## Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties. When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a **regulated health professional** that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

*A regulated health professional is defined as a member of one of the following colleges:*

- *College of Audiologists and Speech-Language Pathologists of Ontario*
- *College of Chiropractors of Ontario*
- *College of Nurses of Ontario*
- *College of Occupational Therapists of Ontario*
- *College of Optometrists of Ontario*
- *College of Physicians and Surgeons of Ontario*
- *College of Physiotherapists of Ontario*
- *College of Psychologists of Ontario*
- *College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario*

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

## Support Person

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, this organization might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, Ultimate Security Services Inc will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

## Training

Ultimate Security Services is committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

- a) All individuals who interact and deal with members of the public or other third parties on behalf of Ultimate Security Services Inc, whether the person does so as an employee, volunteer, or contractor shall be required to receive training on providing customer service to people with disabilities.
- b) Ultimate Security Services Inc shall ensure that employees and volunteers who deal with the public on behalf of Ultimate Security Services Inc, and those who are involved in Ultimate Security Services Inc policy development and/or in directing, monitoring or evaluating policies receive training on accessible customer service.
- c) All third-party contractors who deal with the public or other third parties on behalf of Ultimate Security Services Inc shall ensure that their employees, agents, subcontractors, etc. receive training in accordance with this policy and the Ontario Regulation 191/11 Integrated Accessibility Standards, Customer Service Standard and, upon request, shall provide the training records to Ultimate Security Services Inc.
- d) Ultimate Security Services Inc employee/volunteer and third-party contractor training will include a review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c11 and the Accessibility Standards for Customer Service, Ontario Regulation 191/11, the requirements of this policy, and instruction about the following matters:
  - A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
  - A review of the requirements of the Customer Service Standards.
  - Instructions on how to interact and communicate with people with various types of disabilities.
  - Instructions on how to interact with people with disabilities who:
    - i. use assistive devices;
    - ii. require the assistance of a guide dog, service dog or other service animal; or
    - iii. require the use of a support person

- e) Customer service training can take various forms including as part of an orientation or as a separate training program. The training can be provided through handouts at an orientation session, online learning, by video or through other formats.
- f) Ultimate Security Services Inc will provide training to each person as soon as practicable after he or she is hired and assigned their applicable duties. Training will also be provided on an ongoing basis in connection with changes to applicable legislation, and/or organizational policies, procedures and practices governing the provision of goods or services to people with disabilities.
- g) Ultimate Security Services Inc will log and maintain records which will record the details of the training provided, as well as the name of the person and date the training was completed.

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Ultimate Security Services Inc will notify customers 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 may be provided by a variety of methods, depending on the circumstances, and may include postings in conspicuous places at the affected premises (for example, entrances), by email, contacting clients/visitors with appointments and the Ultimate Security Service's website as well as by other means that will ensure that the notice reaches those persons potentially affected by the temporary disruption.

### **Feedback Process**

Ultimate Security Services Inc welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

By email to [hr@ussinc.ca](mailto:hr@ussinc.ca)

By phone 416-399-1550 ext 229

By mail, sent to AODA Feedback, Ultimate Security Services Inc., 7 Oak Street, York, Ont, M9N1R7

Response to feedback received is not mandatory. If a person who submits feedback and requests a response along with providing their contact information, Ultimate Security Services will follow-up with the individual in the format in which the feedback was received, within (15) working days. All feedback will be kept in confidence and will be used to improve customer service.

## **Notice of Availability of Documents**

Ultimate Security Services shall notify customers that the documents related to the Customer Service Standards are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information on Ultimate Security Service's website and/or any other reasonable method. Ultimate Security Services will upon request, provide or arrange for the provision or accessible formats and communication supports for a person with disabilities in a timely manner and at no additional cost to the individual.

## **Administration and Modifications to this Policy**

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

## **Applicable Laws:**

Accessibility for Ontarians with Disabilities Act, 2005

<https://www.ontario.ca/laws/statute/05a11>

Integrated Accessibility Standards, Ontario Regulation 191/11

<https://www.ontario.ca/laws/regulation/110191#BK149>

Dog Owners' Liability Act, Ontario Regulation

<https://www.ontario.ca/laws/statute/90d16>