



DEPARTMENT: HUMAN RESOURCES

SUBJECT: Accessible Customer Service Policy

The stated purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is:

To achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.

GoalLine Solutions is committed to meeting the requirements of the accessibility standards by AODA regulations. Ontario Regulation 429/07 – Accessibility Standards for Customer Service – applies to every person or organization that has one or more employees in Ontario and that provides goods or services to the public or to other organizations.

This policy establishes the accessibility standards for customer service for GoalLine solutions, in accordance with the requirements of Ontario Regulation 429/07.

POLICY

This policy applies to GoalLine Solutions employees who deal with the public, or other third parties, as well as persons involved in developing GoalLine Solutions policies, procedures, and practices pertaining to the provision of goods and services to the public or other third parties, whether they do so as employees, volunteers, agents or otherwise.

GoalLine Solutions makes reasonable efforts to ensure that its policies, procedures, and practices pertaining to the provision of goods and services to the public and other third parties, align with the following guiding principles, as set out in Ontario Regulation 429/07:

1. The provision of the goods or services is in a manner that respects the dignity and independence of persons with disabilities.
2. Integration of the provision of goods or services to persons with disabilities and others unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
3. Giving the persons with disabilities an opportunity equal to that given to others to obtain, to use, and to benefit from the goods or services.

BUSINESS OWNER: HR HEAD - NA	CONTACT: HR HEAD - NA	
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Communication

When communicating with a person with a disability, individuals working on behalf of GoalLine Solutions will do so in a manner that takes into account the person’s disability. GoalLine Solutions commits to provide training on customer service to all current and future employees, volunteers and contractors. This training will include how to interact and communicate with persons with various types of disabilities.

Use of Assistive Devices

GoalLine Solutions is committed to serving persons with disabilities who use assistive devices to obtain, to use, or to benefit from our goods or services. GoalLine Solutions trains employees on or about the assistive devices made available by GoalLine Solutions, and realize that persons with disabilities may use their own assistive devices to access GoalLine Solutions goods and services.

Use of Service Animals

GoalLine Solutions is committed to welcoming persons with disabilities and their service animals at our various sites that are open to the public or other third parties, and welcomes the person to keep the service animal with them. GoalLine Solutions provides training on how to interact with persons with disabilities whom service animal accompanies, to all people to whom this policy applies.

If the law excludes the service animal from GoalLine Solutions sites, GoalLine Solutions will ensure that alternate means are available within reasonable time and location to provide persons with a disability access to our services.

Use of Support Persons

GoalLine Solutions welcomes customers who are accompanied by a support person, when the support person has been hired or chosen by the person with a disability to accompany them in order to assist in accessing goods or services and/or for the purpose of providing support with mobility, personal assistance and/or communication.

Individuals who are accompanied by a support person are encouraged to inform relevant GoalLine Solutions employees of their participation.

Notice of Disruption in Services

In the event of a service disruption, GoalLine Solutions will take reasonable steps to report such disruption in a timely fashion through appropriate information channels. Such channels include, but are not limited to, GoalLine Solutions’ website or internal intranet, physical posting and/or communication via email or phone call to affected individuals.

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Training

GoalLine Solutions is committed to providing training to all employees, volunteers, students, agents, and others who deal with the public or other third parties on behalf of GoalLine Solutions. GoalLine Solutions also provides training to those who are involved in the development and approvals of policies, practices, and procedures that deal with the provision of goods and services to the public or other third parties.

Feedback

Feedback about the delivery of goods and services to persons with disabilities is welcomed, as it may identify areas that require change and assist in continuous improvement. Such feedback may be by telephone, in person, in writing, or by email. GoalLine Solutions will make best efforts to provide a response in the same format in which the feedback was received.

Where possible, feedback will be addressed immediately. Some feedback may, however, require more effort to address and may need to be reviewed before an action is taken. GoalLine Solutions will respond within 21 working days.

Feedback may be provided directly to:

GoalLine Solutions, Operations
3115 Harvester Rd., Suite 200
Burlington, ON L7N 3N8
Telephone: 905-639-8287
Email: operations@goallinesolutions.com

Availability of the Accessible Customer Service Documents

GoalLine Solutions prepares any additional documents describing its policies, practices, and procedures as required by Ontario Regulation 429/07 and, upon request, gives a copy of the documents to any person. Further, GoalLine Solutions makes reasonable efforts to inform persons to whom it provides goods and services that the documents required under Ontario Regulation 429/07 are available upon request.

GoalLine Solutions gives the person the documents, or the information contained in the documents, described above, in a format that takes into account the person's disability.

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The AODA and Ontario Regulation 429/07 contain and refer to various definitions that are relevant to this policy, some of which are set out below.

Barrier: Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice (“obstacle”).

Disability:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) A condition of mental impairment or a developmental disability,
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder, or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997 (“handicap”)

Guide Dog: a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations (Blind Persons’ Rights Act 1990 S1(1))

Service Animal: an animal acting as a service animal for a person with a disability,

- a) If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b) If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability

Support Person: in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services

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