



Accessibility for Ontarians with Disabilities Act (AODA) – Standards for Customer Service Policy

PURPOSE AND BACKGROUND

Under the AODA, Ontario Regulation 429/07, entitled "Accessibility Standards for Customer Service" (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 members of the public or other third parties.

The objective of this policy is to identify what the equal treatment provisions of the Ontario Human Rights Code, through the AODA and the Service Regulation, require with respect 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.

CUSTOMER SERVICE POLICY, PRACTICE AND PROCEDURE

STATEMENT OF ORGANIZATIONAL COMMITMENT

Formost mediaOne "FMO" is committed to excellence in serving all customers including people with disabilities and 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 by meeting our accessibility requirements under Ontario's accessibility laws.

ASSISTIVE DEVICES

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

COMMUNICATION

We will communicate with people with disabilities in ways that take into account their disability.

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.

SUPPORT PERSONS

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

NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities at our Canadian office locations, FMO 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. We will also post these notices on our website and through the call centre. The notice will be placed at the head office location of FMO.

TRAINING FOR STAFF

FMO will provide training to all employees via an online learning course with a test required to be completed by all employees. This training will be provided to new staff within the new hire process. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- FMO's accessible customer service plan.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person

- How to use the TTY, wheelchair lifts, etc., available on-site or otherwise that may help with providing goods or services to people with disabilities]
- What to do if a person with a disability is having difficulty in accessing FMO's goods and services

Staff will also be trained when changes are made to our accessible customer service plan.

FEEDBACK PROCESS

Customers who wish to provide feedback on the way FMO provides goods and services to people with disabilities can be sent by e-mail to aoda@fmo.ca; by calling 1-800-667-2700, or via mail to Formost mediaOne, 6 Kenview Blvd. Brampton, Ontario, Canada. All feedback will be directed to our compliance team. Customers can expect to hear back in 10 business days. Complaints will be addressed according to FMO's regular complaint management procedures.

For More Information To review the Accessibility for Ontarians with Disabilities Act, visit <http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/index.aspx>