



## SECTION 1

# Accessibility for Customer Service Procedural Policy



## **Accessibility for Ontarian with Disability**

### **1.0 Purpose**

To establish policies, practices and procedures to ensure Sota Glazing Inc. is accessible to customers and others in accordance with Accessibility for Ontarians with Disabilities Act, (the “AODA”) including Ontario Regulation 429/7 Accessibility Standards for Customer Service

*Policy Statement:* Sota Glazing Inc. is committed to providing quality goods and services that are accessible to all persons.

Sota Glazing Inc. will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the Accessible Customer Service principle of dignity, independence, integration and equality of opportunity by:

- Ensuring that all customers receive the same value and quality;
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk or violate any of our Health and Safety policies & procedures;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the customers disability.

### **2.0 Scope**

This policy applies to all Ontario employees of Sota Glazing Inc. who deal with the public, other organizations or third parties on or off Sota Glazing Inc. premises, or who participate in developing Sota Glazing Inc. policies, practices and procedures governing the provision of goods and services to the public.

### **3.0 General Principle and Practices**

Sota Glazing Inc. shall meet its duties and responsibilities under the Act by adhering to the following principles and practices:

#### **3.1 Assistive Devices**

- Persons with disabilities may use their own assistive devices as required when accessing goods and services at Sota Glazing Inc.
- In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods or services.

#### **3.2 Service Animals**

- A person with a disability accompanied by a service animal will be allowed access to places that are open to the public only at Sota Glazing Inc.



## **Accessibility for Ontarian with Disability**

### **3.3 Support Persons**

- If a customer with a disability is accompanied by a support person, Sota Glazing Inc. will ensure that both persons are allowed to enter the premises together and the customer will not be prevented from having full access to the support person.
- In situations where confidential information might be discussed, consent will first be obtained from the customer, prior to any such conversation or disclosure.

## **4.0 Communication**

Communicate with a person with a disability in a manner that takes into account his/her disability. Asking the person how they would like to be communicated with.

The information within this program will be communicated to affected employees at Sota Glazing Inc. Additional information and/or clarification on any of the issues within this program can be attained from Senior Management, HR & H&S department.

## **5.0 Training**

Training will be provided to affected Sota Glazing Inc. employees in Ontario and those that assist in developing policies and procedures that govern the provision of goods and services to the public.

### ***The training shall include***

- A review of the purpose of the Act
- A review of the requirements of Accessibility Standards for Customer Service (Regulation 429/07)
- How to interact and communicate with people with various types of disabilities
- How to interact with persons with disabilities who use assistive devices, service animals or support persons
- What to do if a person with a disability is having difficulty accessing good or services
- Emergency Response Information and;
- Sota Glazing Inc.'s policies, procedures and practices pertaining to the provision of goods or services to persons with disabilities.

The training will be provided as soon as is practical as well as on an ongoing basis as changes occur to Sota Glazing Inc.'s policies, practices and procedures that govern the provision of goods or services to persons with disabilities and/or when there are changes to the Act.

Records shall be kept for each employee indicating the date and training provided.



## **Accessibility for Ontarian with Disability**

### **6.0 Notice of Temporary Disruptions**

Sota Glazing Inc. will give notice of temporary disruptions to services or facilities used by persons with disabilities including the reason for the disruption, the anticipated duration of the disruption and any alternative facilities or services that may be available. The notice shall be posted in a conspicuous place on the premises.

In the event of planned or unplanned service disruptions, complete the Temporary Disruption Form in the appendix to record actions taken by Sota Glazing Inc. This needs to be completed and kept in your records in case of a government audit. Use it to record events such as unavailable disabled washrooms or broken electronic doors.

### **7.0 Emergency Response Information**

Sota Glazing Inc. places the utmost importance on the health and safety of our employees and customers. Sota Glazing Inc. will provide individualized workplace emergency response information to employees with a visible or non-visible disability, if the individual so requires.

Individual(s) with disability, whether permanent or temporary, and may require help during an emergency, are requested to contact Abbas Hashemi at ext. 2250 and/or Jim Dol at ext. 2234. We request you to complete a self-assessment form to develop an individualized emergency response information that will meet the individual needs in an emergency situation.

### **8.0 Feedback**

Feedback may be provided on the accessibility of the provision of goods and services by Sota Glazing Inc. in the manner deemed most convenient to Senior Management, HR or H&S department.

All feedback will be kept strictly confidential and will only be used to improve customer service.

Feedback will be reviewed and changes will be made based upon the information when required.



**SOTA GLAZING INC.**  
ENGINEERED CURTAINWALLS

## **Accessibility for Ontarian with Disability**

### **Appendix**



**SOTA GLAZING INC.**  
ENGINEERED CURTAINWALLS

## **Accessibility for Ontarian with Disability**

**Sota Glazing Inc. is committed to providing its customers with equality of service. Please do not hesitate to ask if you require special assistance.**

Sota Glazing Inc. will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the Accessible Customer Service principle of dignity, independence, integration and equality of opportunity by:

- Ensuring that all customers receive the same value and quality;
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk or violate any of our Health and Safety policies & procedures;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the customers disability.

**Service feedback forms are available upon request or by calling**

Abbas Hashemi

or

Jim Dol

(905) 846-3177 Ext. 2250

(905) 846-3177 Ext. 2234

**Thank you for your patronage**



## **Accessibility for Ontarian with Disability**

### **Disruption in Service Notice**

Dear Valued Customers,

The \_\_\_\_\_

will be out of service for \_\_\_\_\_

From \_\_\_\_\_ until \_\_\_\_\_.

*The following alternative services and options are available:*

- 

We regret any inconvenience this may cause. If you have questions or concerns, please contact

Abbas Hashemi                      or    Jim Dol

(905) 846-3177 Ext. 2250    (905) 846-3177 Ext. 2234

Thank you for your understanding and patience. We appreciate your business, and look forward to seeing you again soon.



## SECTION 2

### Accessibility Policies and Multi-Year Plan



# Accessibility Policies and Multi-Year Plan

This 2014-21 accessibility plan outlines the policies and actions that Sota Glazing Inc. will put in place to improve opportunities for people with disabilities.

## ***Statement of Commitment***

Sota Glazing Inc. is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity.

We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

## ***Accessible Emergency Information***

Sota Glazing Inc. is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

## ***Training***

Sota Glazing Inc. will provide training to employees and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees and other staff members; during orientation training or soon as practical, provide web link for training videos and training materials.

## ***Information and communications***

Sota Glazing Inc. is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs and make the new website and content on these sites conform with WCAG 2.0, Level A and level AA by January 1, 2021.

Sota Glazing Inc. will ensure existing feedback processes are accessible to people with disabilities upon request and make sure all publicly available information is made accessible upon request by January 1, 2016.

## ***Employment***

Sota Glazing Inc. is committed to fair and accessible employment practices. We will take reasonable steps to notify the public and staff that, when requested, will accommodate people with disabilities during the recruitment and when people are hired, as long as the person; shows competency, capability to perform the essential duties of the job and does not compromise his/her health and safety.

## Accessibility Policies and Multi-Year Plan

Sota Glazing Inc. will develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability and will take reasonable steps to remove other accessibility barriers identified, as long as this does not present a health or safety risk or violate any of our Health and Safety policies & procedures.

### ***Design of Public Spaces***

Sota Glazing Inc. will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces on Sota property.

In the event of a service disruption, we will give notice of temporary disruptions to services or facilities used by persons with disabilities including the reason for the disruption, the anticipated duration of the disruption and any alternative facilities or services that may be available.

### ***For More Information***

For more information on this accessibility plan,

Abbas Hashemi

or Jim Dol

Phone: (905) 846-3177 ext. 2250

Phone: (905) 846-3177 ext. 2234

Email: [ahashemi@sotawall.com](mailto:ahashemi@sotawall.com)

Email: [jdol@sotawall.com](mailto:jdol@sotawall.com)



## SECTION 3

### Accessible Customer Service Plan

# Accessible Customer Service Plan

## Providing Goods and Services to People with Disabilities

Sota Glazing Inc. is committed to providing quality goods and services that are accessible to all persons including people with disabilities. All customers must receive the same high level of customer service.

### Communication

Communicate with a person with a disability in a manner that takes into account his/her disability. Asking the person how they would like to be communicated with.

### Assistive Devices

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

### Service Animals

We welcome people with disabilities and their service animals. A person with a disability accompanied by a service animal will be allowed access to places that are open to the public only at Sota Glazing Inc.

### Support Persons

If a customer with a disability is accompanied by a support person Sota Glazing Inc. will ensure that both persons are allowed to enter the premises together and the customer will not be prevented from having full access to the support person.

### Emergency Response Information

Sota Glazing Inc. will provide individualized workplace emergency response information to employees with a visible or non-visible disability, if the individual so requires.

### Notice of Temporary Disruption

Sota Glazing Inc. will give notice of temporary disruptions to services or facilities used by persons with disabilities including the reason for the disruption, the anticipated duration of the disruption and any alternative facilities or services that may be available. The notice shall be posted in a conspicuous place on the premises.

### Training for Staff

Training will be provided to affected Sota Glazing Inc. employees in Ontario and those that assist in developing policies and procedures that govern the provision of goods and services to the public.

The training will include

- A review of the purpose of the Act
- A review of the requirements of Accessibility Standards for Customer Service (Regulation 429/07)
- How to interact and communicate with people with various types of disabilities
- How to interact with persons with disabilities who use assistive devices, service animals or support persons

## Accessible Customer Service Plan

- What to do if a person with a disability is having difficulty accessing good or services
- Emergency Response Information and;
- Sota Glazing Inc.'s policies, procedures and practices pertaining to the provision of goods or services to persons with disabilities.

The training will be provided as soon as is practical as well as on an ongoing basis as changes occur to Sota Glazing Inc.'s policies, practices and procedures that govern the provision of goods or services to persons with disabilities and/or when there are changes to the Act.

### **Record of Training**

Records shall be kept for each employee indicating the date and training provided.

### **Feedback Process**

Feedback may be provided on the accessibility of the provision of goods and services by Sota Glazing Inc. in the manner deemed most convenient to Senior Management, HR or H&S department.