

CM9000 (2011-01)

TITLE AODA – Workers with Disabilities ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE	MANUAL/PROCEDURE NO. MANA 01-02-00-018		PAGE 1 of 3
	PROCEDURE EFFECTIVE (yyyy/mm/dd) 2014/12/18	REVISION DATE (yyyy/mm/dd) 2019/04/01	REV.NO. 2
	ISSUED BY (NAME & DEPT.) Human Resources		
BUSINESS AREA/UNIT 1.0 Management	AUTHORIZED BY Chief Operating Officer		

Applicable Legislation:

Accessibility for Ontarians with Disabilities Act, 2005 – Accessibility Standards for Customer Service, Ontario Regulation 429/07.

Relevant Guidelines:

Ontario Human Rights Code, R.S.O 1990.

1.0 PURPOSE/SCOPE

MANA will meet the requirements of the Ontario government for compliance to AODA Act 2005, including providing goods and services to persons with disability in a way that is consistent with the principles of independence, dignity, equal opportunity, and respect.

This program applies to all employees at MANA LTD. It is recognized that there are many forms of disability including physical, mental, developmental, and learning disabilities. Whether a person’s disability is apparent or not, MANA is committed to having all individuals treated with courtesy, made welcome, and have their needs respected by all MANA employees.

2.0 DEFINITIONS

Disability: Disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005 is:

- Any degree of physical disability, infirmity, malformation or disfigurement including, but not limited to diabetes mellitus; epilepsy; a brain injury; any degree of paralysis; amputation; lack of physical coordination; blindness or visual impediment; deafness or hearing impediment; muteness or speech impediment; or physical reliance of a guide dog or other animal, or on a wheelchair or other remedial appliance or device.
- A condition of mental impairment or a development disability; a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- a mental disorder,
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety & Insurance Act, 1997.

Assistive Device: ‘Devices’ such as a technical aid, communication device or other instrument used to assist or improve the persons with disabilities in carrying out activities. Assistive devices include, but are not limited to, wheelchair, walker, hearing device, reading machines, devices for breathing.

Barrier: as defined by the Accessibility for Ontarians with Disabilities Act, 2005, anything that prevents a person with a disability from fully participating in all aspects of society because of his/her disability, including

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a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier; a policy, procedure or a practice.

3.0 POLICY

Access to Services and Sales

Services and sales at MANA are primarily provided via phone or email, and directly to Customer locations. Customers visiting our facility have access to the front office, but factory tours are restricted due to safety concerns. Access into the main office, by wheelchair, is possible but the washrooms are not wheelchair accessible at this time.

Use of Service Animals and Support Persons

MANA will accommodate persons using assisted device, service animals, and any support person(s) accompanying person(s) with disabilities.

Communication

MANA employees will communicate to persons with disability in a way that takes into account their disability. This means employees will communicate in a manner that enables persons with disabilities to effectively receive or request information, goods or services.

Temporary Disruptions

MANA will provide notice of a temporary disruption of facilities or services, including information about the reason for the disruption, anticipated length of the disruption, and contact information. Notice may be given via email, telephone, notice posted in an accessible location and format, or any other means that is considered accessible and reasonable in the circumstance, as soon as reasonably possible.

Employee Training

MANA will train employees who interact or may potentially interact with persons with disabilities, on the appropriate ways to communicate and interact with persons with disabilities and the applicable requirements of the AODA Act.

Customer Feedback

The goal of this program is to ensure that the needs and requests of persons with disabilities are meeting the expectations set forth by the AODA. Feedback on this policy, program or requests should be submitted to the Human Resources department.

Feedback can be submitted in writing by mail, by phone or in person using the contact information listed below.

Human Resources
 855 Industrial Road, Hamilton ON L8L 0B2
 289-426-5670

The privacy of all individuals that submit feedback will be respected and treated confidential where necessary. Feedback will be reviewed and corrective action implemented whenever possible. Where possible, complaints will be addressed immediately. Individuals that offer feedback can expect to receive an

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acknowledgement of receipt within five (5) business days. The individual will also be given an update when the complaint has been addressed and details of any corrective action implemented. The response to feedback will be given in a manner that is accessible to the person providing the feedback, and any other method that may be requested.

Available Documents

Documents related to the Customer Service Standard of the Accessibility for Ontarians with Disabilities Act (AODA) will be made available upon request in an accessible format to the persons with disabilities. Requests can be made by mail, by phone or in person.

Human Resources

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REVISION LOG

REV.NO.	PAGE #	DESCRIPTION	REV. DATE
1		First Release	2014/12/18
2	All	Updates	2019/04/01