



## Alpha Laboratories Inc.

### Accessible Customer Service Policy

Providing Goods and Services to People with Disabilities

Alpha Laboratories Inc. is committed to excellence in serving all customers including people with disabilities.

#### Accessibility policies

The following documents will be posted publicly at all Alpha Laboratories Inc. facilities and at [www.AlphaLabs.ca](http://www.AlphaLabs.ca) :

- Alpha Laboratories Inc. Accessibility (AODA) Committee Terms of Reference
- Accessibility (AODA) Committee meeting minutes
- *Alpha Accessibility* Poster
- This *Accessible Customer Service Policy* PPTM (ACSP)
- Alpha's *Integrated Accessibility Standards – Multi Year Plan* (reviewed annually by the Accessibility (AODA) Committee and at minimum every 5 years). The Multi-Year Plan is meant to prevent and remove any barriers to optimize accessibility and to meet any updates to the AODA regulations.

#### 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.

#### 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 shall be allowed to have that person accompany them on our premises.

Fees shall not be charged for support persons or for admission to Alpha Laboratories Inc.'s premises. We will notify customers of this through a notice posted on our premises.

#### Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities: Alpha Laboratories Inc. shall 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.

The notice will be placed at all locations where any Alpha Laboratories Inc. staff interacts with the public.

#### Training for staff

Alpha Laboratories Inc. will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained: All Alpha Laboratories Inc. employee's that interact with the public. This training will be provided to staff within two weeks of hire.

### Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Alpha Laboratories Inc.'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 equipment or devices 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 Alpha Laboratories Inc.'s goods and services.
- Alpha's obligation to consult with the person making the request in determining the suitability of an accessible format or communication support.
- A written evaluation to show adequate knowledge of Alpha's AODA policies and procedures.
- Staff will also be trained when changes are made to your accessible customer service policy via Paradigm.

### **Feedback process**

Customers who wish to provide feedback on the way Alpha Laboratories Inc. provides goods and services to people with disabilities can contact Alpha Laboratories at 416-449-2166. Calls and feedback will be immediately directed to the appropriate person. Customers can expect a response from Alpha in a timely manner (based on the severity of need) that takes into account the person's accessibility needs due to disability.

Alpha shall ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.

### **Accessible formats and communication support for public and staff**

#### Public

- Alpha shall notify the public about the availability of accessible formats and communications supports with respect to the feedback process on its website.
- We will communicate directly with people with disabilities in ways that consider their disability.

#### Staff

- Alpha shall notify staff about the availability of accessible formats and communications supports in the Alpha Health Group Staff Handbook.
- The employer will communicate directly to staff with disabilities when any request for accommodation is received.
  - Any multi-faceted accommodation plan with any staff member shall be developed congruently with the AODA section 28.
- The employer shall develop a Return To Work (RTW), disability-related accommodation plan with any applicable staff member congruent to the AODA section 28.

### **Emergency procedure, plans or public safety information**

This policy ensures that Alpha Labs' Safety Committee and Accessibility (AODA) Committee work together to prepare any applicable facility emergency procedures and/or plans that may affect the public and/or staff.

### **Recruitment, general**

We will ensure that a statement of accommodation is a prominent component of every job/career posting internally and externally.

## **Notice to successful applicants and informing staff**

We will ensure that this policy and the Alpha Health Group Staff Handbook is provided along with every job offer made to a successful candidate.

## **Performance management**

We will integrate any customized, staff accommodation plans with our current performance management tools, as applicable.

## **Career development and advancement**

All Alpha Laboratories Inc. staff shall participate in career development and advancement opportunities, as applicable.

## **Redeployment of staff**

We will integrate any customized, staff accommodation plans with any/all staff assignments, as applicable.

## **Modifications to this or other policies**

Any policy of Alpha Laboratories Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.