

<b>SUBJECT/TITLE</b> Customer Service Accessibility Policy			<b>CONTROL No.</b> HR 2017-02
<b>APPROVAL BY</b>	<b>TITLE</b>	<b>SIGNATURE</b>	<b>EFFECTIVE DATE</b>
Robert W. Burgess	President	ORIGINAL SIGNED	2018-11-01
<b>REVISIONS</b>	No revisions permitted without approval Supersedes all previous issues, policies and procedures		
<b>SCOPE</b>	Applies to all Lineman's Testing Laboratories of Canada locations, subsidiary locations and personnel		

### **Purpose**

This policy acknowledges the legislative requirement for and the commitment by Lineman's Testing Laboratories of Canada to provide high quality goods and services that are accessible to all persons that we serve.

This policy is intended to fulfill the requirements set out in Ontario Regulation 429/07 of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, to establish a company policy governing the provision of its goods and services to persons with disabilities.

### **Application**

This policy applies to all of our employees, agents, volunteers and contracted service staff of Lineman's Testing Laboratories of Canada.

### **Definitions**

**Accommodation** is a special arrangement made or assistance provided so that customers with disabilities can participate in the experiences available to customers without disabilities. Accommodation will vary depending on the customer's unique needs.

**Accessible** means customer service is provided in a manner that is capable of being easily understood or appreciated; easy to get at; capable of being reached, or entered; obtainable

**Assistive Device** means any device or mechanism that assists a person with a disability in accessing, and benefiting from the services provided. Assistive devices may include, but are not limited to; American Sign Language (ASL) interpretation, wheelchair, walker, cane, assistive listening device, visual alarms, or assistive software programs.

**Disability** means:

- a) Any degree of physical 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 impairment, 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,

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- 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,
- 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*.

**Guide Dog** means a dog trained as a guide for a blind person and having the qualifications prescribed by the Blind Persons' Rights Act R.S.O. 1990, c. B.7, s. 1 (1).

**Service animal** is an animal that provides assistance for a person with a disability. It may be readily apparent that the animal is used by the person for reasons relating to his/her disability; or a person may be asked to provide a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

**Support person** means 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.

**Policy Statement**

Lineman's Testing Laboratories of Canada strives at all times to provide services in a manner that respects the dignity and independence of all customers. The provision of services to persons with disabilities will be integrated wherever possible. Persons with disabilities will be given an opportunity equal to that given to others to obtain, use, or benefit from the goods and services provided by and on behalf of Lineman's Testing Laboratories of Canada.

**General Principles**

Lineman's Testing Laboratories of Canada will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principals.

We maintain a commitment for providing ongoing training on 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. If a person with a disability is accompanied by a guide dog or other service animal, Lineman's Testing Laboratories of Canada will ensure that the person is permitted to enter any facility with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law.

**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.

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**Notice of Temporary Disruptions in Services and Facilities:** Lineman's Testing Laboratories of Canada will make reasonable effort to provide prior notice to planned disruptions, recognizing that in some circumstances such as in the situation of an unplanned temporary disruption, advance notice will not be possible. In such cases, Lineman's Testing Laboratories of Canada will provide notice as soon as possible.

**Training:** Lineman's Testing Laboratories of Canada will provide training on AODA customer service to all current employees and new hires, in particular, to those providing services and who are involved in the development and approval of customer service policies, procedures and practices. New employees will be provided such training as part of their orientation. Through the relevant hiring department, Lineman's Testing Laboratories of Canada shall also require new employees, students, and/or third party contractors to provide proof of AODA customer service training as a condition of contract.

Such training shall include:

- A review of the purposes of the AODA and the requirements of the Accessibility Standards for Customer Service;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use the available equipment or devices that may assist with the provision of services to persons with disabilities;
- What to do if a person with a disability is having difficulty in accessing Lineman's Testing Laboratories of Canada services;
- How to develop and review policies, procedures and practices relating to the provision of services to persons with disabilities.

Documentation of training of employees, students and third party contractors shall be maintained by the relevant department as required by law.

**Feedback:** Lineman's Testing Laboratories of Canada welcomes feedback about the delivery of services to persons with disabilities as it may identify areas that require change and assist in continuous service improvement. Such feedback may be by telephone, in person, in writing, or by delivering an electronic text via email. Lineman's Testing Laboratories of Canada will make every effort to provide a response in the same format in which the feedback was received.

**Policy Review:** This policy will be reviewed on an annual basis and/or at any time legislative changes are imposed.

**Modifications to this or other policies:** Any policy of Lineman's Testing Laboratories of Canada that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

# LINEMAN'S TESTING LABORATORIES OF CANADA

## Multi-Year Accessibility Plan

### INTRODUCTION AND STATEMENT OF COMMITMENT

In 2005, the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act (the "AODA"). It is the goal of the Ontario government to make Ontario accessible by 2025.

As part of Lineman's Testing Laboratories of Canada's ("LTL") commitment to accessibility, this multi-year Accessibility Plan has been developed outlining the company's strategy and the actions that have, and will be, implemented to prevent and remove barriers from its workplace, and to improve opportunities for persons with disabilities.

This multi-year Accessibility Plan outlines the steps which LTL is taking to meet its requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and focuses on LTL's initiatives in respect of the AODA's Accessibility Standards in making Ontario an accessible province for all Ontarians.

The AODA requires that Lineman's Testing Laboratories of Canada establish, implement, maintain and document a multi-year accessibility plan which outlines the organization's strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the AODA.

Under the AODA, the following accessibility standards set certain requirements that are applicable to LTL's:

- Customer Service;
- Information and Communications;
- Employment; and
- Accessibility Standards for the Built Environment

This multi-year plan outlines LTL's strategy to prevent and remove barriers to address the current and future requirements of the AODA, and in order to fulfill LTL's commitment as outlined in LTL's Accessibility Policy.

In accordance with the requirements set out in the AODA, LTL will:

- Establish, review and update this plan in consultation with persons with disabilities;
- Post this plan on its website <https://ltl.ca/>
- Report as required on its website at <https://ltl.ca/> on the progress of the implementation of this plan;
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five (5) years.

## Customer Service

LTL is committed to excellence in serving all customers including people with disabilities. LTL complied with the AODA's Customer Service Standard with the following initiatives that were implemented, and are ongoing:

- An accessibility policy was put in place so LTL's employees, volunteers, and customers can know what to expect.
- LTL's staff and volunteers are trained to serve customers of all abilities.
- A written record of accessibility training provided by LTL is maintained.
- Service animals and support persons are welcomed on all LTL premises.
- Accessible ways for people to provide feedback on how LTL provides goods and services to people with disabilities was made available.

Action Taken:

The following measures have been implemented by Lineman's Testing Laboratories of Canada:

- a. Ensuring all persons who, on behalf of LTL, deal with the public or other third parties, and all those who are involved in the development and approvals of customer service policies, practices and procedures, as well as all others providing services to our customers, are trained to communicate and provide the reliable, attentive, customer service to all customers, including persons with disabilities;
- b. Ensuring staff are trained and familiar with various assistive devices that may be used by customers with disabilities who are accessing the LTL's goods or services;
- c. Ensuring completion of accessibility training is tracked and recorded;
- d. Ensuring customers accompanied by a guide dog or other service animal in areas of LTL open to the public and other third parties, are accommodated;
- e. Ensuring that if a person with a disability is accompanied by a support person, the support person is accommodated;
- f. Issuing a public notice in a timely manner in the event of a planned or unexpected disruption of service or inaccessibility of facilities used by persons with disabilities. The notice must include the reason of the disruption, the anticipated duration, and a description of alternative facilities or service, if any, that may be available; and,
- g. Continuing to welcome and appreciate feedback from persons with disabilities through multiple communication methods.

## **Information and Communications**

LTL currently provides accessible formats and communication supports for persons with disabilities upon request. LTL provides notice to the public of this availability and consults with the person making such a request to determine the suitability of an accessible format or communication support.

Action Taken:

The following measures were implemented by LTL.

- a. Ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request and in a timely manner;
- b. More broadly, as a general principle where accessible formats and communication supports for persons with disabilities are requested:
  - o Provide or arrange for the provision of such accessible formats and communication supports;
  - o Consult with the person making the request to determine the suitability of the accessible format or communication support;
  - o Provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost no more than the regular cost charged to other persons;
  - o Notify the public about the availability of accessible formats and communication supports.

As well, it is currently an LTL company global web development requirement that all new LTL web content be built to meet the World Wide Web Consortium Content Accessibility Guidelines (WCAG) 2.0 standard. LTL is committed to ensuring all LTL internet websites and web content conform to Level AA of the WCAG 2.0 by January 1, 2021 as required by the AODA's Information and Communications Standard.

## **Policies and Training**

LTL has and will continue to implement policies and initiatives in accordance with the AODA by taking the following steps:

- o Implementing policies outlining LTL's commitment to accessibility.
- o Providing training to LTL's employees, contractors, and volunteers on accessibility and human rights legislation, as it pertains to people with disabilities.
- o This plan will be reviewed once every five years.

## Employment

In accordance with the AODA's Employment Standards, LTL implemented the following initiatives:

- Ensure LTL's employment processes for hiring, retention and career development are accessible.
- Document LTL's processes for developing individual accommodation plans and return-to-work plans.
- Provide individualized workplace emergency response information to employees who have a disability where LTL is aware of the need for accommodation.

Action Taken:

The following measures were implemented by the LTL:

### Recruitment General

LTL will notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process. This will include:

- A review and, as necessary, modification of existing recruitment policies, procedures and processes;
- Specifying that accommodation is available for applicants with disabilities, on the LTL's website and on job postings;
- Working with suppliers to ensure external Web pages are compliant with the Information and Communication Standards under the IASR's requirements.

### Recruitment, assessment and selection

LTL will notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used in the assessment/selection process. This will include:

- A review and, as necessary, modification of existing recruitment policies, procedures and processes;
- Inclusion of availability of accommodation notice as part of the script in the scheduling of an interview and/or assessment;
- If a selected applicant requests an accommodation, consult with the applicant and arrange for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability.

## Notice to Successful Applicants

When making offers of employment, LTL will notify the successful applicant of its policies for accommodating employees with disabilities. This will include:

- A review and, as necessary, modification of existing recruitment policies, procedures and processes;
- Inclusion of notification of LTL's policies on accommodating employees with disabilities in offer of employment letters.

## Accessibility Plan Review

This multi-year Accessibility Plan will be reviewed and updated at least once every five (5) years. The current Accessibility Plan will be reviewed, and updated as appropriate, no later than January 1, 2021.

## Feedback

LTL has ensured it had accessible ways to receive and respond to feedback. LTL will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities and will respond to feedback promptly.

LTL submitted its accessibility compliance report confirming compliance with its accessibility obligations. LTL will file its next accessibility compliance report by December 31, 2020.

For more information on this Accessibility Plan, please contact [main@ltl.ca](mailto:main@ltl.ca)

## **WORKPLACE EMERGENCY RESPONSE INFORMATION**

### **Commitment**

Where LTL is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability.

### Action Taken:

The following measures were implemented by LTL:

- Individualized workplace emergency response information procedures have been developed for employees with disabilities, as required;
- Workplace Emergency Response Information forms have been prepared for employees who have disclosed a disability and who are being accommodated according to their disabilities;
- Where required, LTL provides assistance to specific disabled employees, with the disabled employees' prior consent, to help them evacuate the workplace in case of an emergency or disaster. These plans for providing assistance have been set out in individualized emergency plans for the employees;
- These individualized emergency plans have been communicated to the employees' respective managers and Safety personnel, on an 'as needed' basis;



- On an ongoing and regular basis, and as per the applicable terms of the IASR, LTL will review and assess general workplace emergency response procedures and individualized emergency plans to ensure accessibility issues are addressed.

#### Design of Public Spaces Standards (Accessibility for the Built Environments)

##### **Commitment**

LTL is committed to designing public spaces that are free from barriers and accessible to all persons we serve while undertaking new construction or planned significant alterations.

##### Action Taken:

In accordance with the IASR, LTL implemented the following:

- LTL shall comply with the AODA Design of Public Spaces Standards (Accessibility Standards for the Built Environment) when undertaking new construction or planned significant alterations of public spaces.

#### **PROCURING OR ACQUIRING GOODS, SERVICES OR FACILITIES**

##### **Commitment**

LTL is committed to incorporating accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

##### Action Taken:

The following measures have been implemented by LTL:

- Use accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so;
- Where LTL has decided that it is not practicable to incorporate accessibility criteria and features, it will provide an explanation upon request;
- Provide educational awareness and tools to internal stakeholders and communication to external stakeholders, informing on changes to procurement procedures and purchasing criteria.

Upon request, a copy of this Accessibility Plan will be provided in an accessible format free of charge.