

Reviewed: October 25, 2023

Customer Service Standard- Can Mar Contracting Ltd.'s Policies and Procedures (Policy Statement):

Can Mar Contracting Ltd. is committed to providing accessible service for its customers/clients. Whether we provide the goods and services from our main office or at our customer's location, these goods and services will be provided in a manner that is based upon the principles of dignity, independence, integration and equal opportunity to all. The provision of goods and services to persons with disabilities will be integrated wherever possible. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

Can Mar is also committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. Can Mar Contracting Limited understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Can Mar Contracting Ltd. will work closely with building owners, property management, engineers, and sub-trades to incorporate accessibility planning into all stages of contracted work performed by our company.

Assisted Devices

Policy:

Can Mar Contracting Ltd. is committed to serving people with disabilities, who use assistive devices. Assistive devices are devices that are used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations. People with disabilities may use their personal assistive devices when accessing our services and facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our services and facilities. Assisted devices could refer to wheelchairs, walkers, motorized scooters, canes, etc.

Procedure:

We ensure that customers/clients/visitors entering our work premises who use assistive devices are welcome and accommodated, if required.

Communicating with a Visitor with a Disability

Policy:

Can Mar's policies and procedures take a person's disability into account when communicating with the individual. To communicate in an effective way, Can Mar Contracting Ltd. considers how the disability affects the way a person expresses, receives or processes information. Where possible, Can Mar Contracting will ask the customer/client the best way to communicate with him/her.

Procedure:

Can Mar Contracting Ltd. will provide the following on request; use of plain language to make documents easier to read for people with certain learning disabilities, hand write or type information back and forth, print hand-outs of commonly used information, use large print, e-mail as an alternate channel to provide accessible communication.

Service Animals

Policy:

Can Mar is committed to welcoming customers/clients/visitors with disabilities who are accompanied by a trained, accredited service animal. A service animal may accompany a customer/client /visitor with a disability to any parts of our premises that are open to the public. Service animals may be used for, but not limited to, the following disabilities: vision loss, physical disability, hearing loss, autism, epilepsy etc. Can Mar Contracting Ltd. ensures that all employees and other dealing with the public are properly trained in how to interact with disabilities, who are accompanied by a service animal.

In the event that any of Can Mar's premises do not allow the use of service animals due to regulation, then a designated competent person will escort individuals requiring assistance.

Procedure:

To be considered a service animal under the standard, it must either be readily apparent that the animal is being used because of a person's disability. Guide dogs or other service animals, including animals in training, are allowed to accompany people with disabilities on Can Mar Contracting premises open to the public. The owner of the service animal is responsible for the housekeeping and behaviour of the animal on Can Mar premises.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

Support Persons

Policy:

Can Mar Contracting Ltd. is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person is allowed to enter Can Mar premises (that are open to the public) with his/her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on Can Mar premises.

Procedure:

Customers/Clients/Visitors will be informed of this through Can Mar communication to the public.

Temporary Disruption of Service

Policy:

When commencing work on jobsites, Can Mar is aware that temporary disruption of services (elevators, access ramps) may occur. Can Mar will make every effort to notify and work with Clients and their management to ensure that prior notice of disruption to the public, including information about the reason for the disruption, its anticipated duration and a description of alternative service, if any, be made available.

Procedure:

The notice will be made through temporary signage and possibly through telephone messages.

Process to Receive and Respond to Feedback

Policy:

Can Mar Contracting have a process in place for receiving and responding to feedback about how goods and services are provided to clients and visitors with disabilities. Can Mar welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. The general response time to such feedback will be within 5 business days.

Procedures:

Customers/Clients/Visitors with disabilities can offer their feedback in the following ways:

- E-mail and telephone (directed to the Executive Director or Co-ordinator of Health and Safety)
e-mail: markl@canmarcontracting.com or anne-mariel@canmarcontracting.com
phone: 416-674-8791 x 232
- In writing (once again directed to the Executive Director or Co-ordinator of Health and Safety)
- In person to Can Mar Contracting staff.

Once the feedback is received it will be directed to the appropriate person for action and should action be deemed necessary, customers/clients/visitors can expect a reply within 5 business days.

The feedback process is readily available to the public through our company website.

Customer Service Training

Policy:

Can Mar Contracting Ltd. provides training to employees who are directly involved with the public on providing goods and services to customers/clients/visitors with disabilities. Can Mar Contracting will also ensure that third party and others who deal with the public on Can Mar's behalf, have the required AODA training.

Procedure:

The company Customer Service Standard will be reviewed with office staff on an annual basis. Field staff will also receive this training as part of the annual review during the spring safety training BBQ. New hires will receive training that will be provided as soon as possible after employment commences through orientation.

Posting of Documents

Policy:

Customer Service Standard documents are available to the public upon request and will be provided in a format that takes a person's disability into account. Can Mar

Contracting Limited notifies the public that documents related to accessible customer service are available upon request by posting a notice on the company website under the Health and Safety heading. The documents will be provided in an accessible format or with communication support on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

Procedure:

Documents are available through the company website, www.canmarcontracting.com. We will also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.



Mark Lecce
Executive Director