

# INNOCEAN

## **ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE**

The goal of the Accessibility for Ontarians with Disabilities Act, 2005 (the “Act”) is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability. The Act requires employers to ensure that its policies, practices, and procedures are consistent with the core principles of dignity, equality of opportunity, integration and independence.

INNOCEAN Canada (“ICA”) 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 The Ontarians with Disabilities Act.

Accessibility Standards for Customer Service is primarily about removing attitudinal and systemic barriers. ICA is committed to providing high quality service to all its clients including people with disabilities.

## **COMMUNICATION**

ICA communicates with people with disabilities in ways that take into account their disability.

## **SERVICE ANIMALS, SUPPORT PERSONS AND ASSISTIVE SERVICES**

ICA welcomes people with disabilities and ensure that they can access our services. Service animals are allowed on the parts of our premises that are open to the public. The Company is also committed to welcoming a person with a disability who is accompanied by a support person and will be allowed to have that person accompany them on our premises.

We ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

## **NOTICE OF TEMPORARY DISRUPTION**

In the event of a planned or unexpected disruption to services or facilities for people with disabilities, ICA notifies all persons promptly. A visibly posted notice includes information about the reason for the disruption, the anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed on the company's intranet and throughout the office, where appropriate.

## **TRAINING**

ICA ensures that all employees, volunteers and other staff members who deal with the public or other third parties on our behalf and people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services, receive training in compliance with Accessibility of Ontarians with Disabilities Act, 2005.

Trainings include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the Customer Service Standard policy;
- ICA's policy related to Customer Service Standard;
- 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 available on-site or otherwise that may help with providing goods or services to people with disabilities;
- What to do if a person with a disability is having difficulty accessing ICA's services; and,
- Changes made to the Accessibility Standards for Customer Service.

## **FEEDBACK PROCESS**

ICA welcomes feedback on our Accessibility policies and how we provide services our clients and the public with disabilities. Anyone who wishes to provide feedback may do so in the following ways:

- Phone: (647) 925-1300
- Email: [innocent@innocent.ca](mailto:innocent@innocent.ca)
- In Person/Mail: 662 King Street West | Unit 101 | Toronto, ON | M5V 1M7

All feedback is directed to the Company's Human Resources department for review.

Complaints and other feedback requiring a response will be addressed in a timely manner.

#### **MODIFICATION TO POLICIES**

Company policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.