

## Accessible Customer Service Policy

### Purpose

The purpose of this document is to meet the *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of services to the public or other third parties. bmg. GLASS + ALUMINUM INC. is committed to providing excellent customer service including people with disability, and in doing so, all services are provided by bmg. GLASS + ALUMINUM INC. will the principles of dignity, independence, integration and equal opportunity.

### Scope

- a) This policy applies to the provision of services at the premises owned and operated by bmg. GLASS + ALUMINUM INC.
- b) This policy applies to employees, volunteers, and/or contractors who deal with the public or other third parties that act on behalf of bmg. GLASS + ALUMINUM INC. including when the provision of services occurs off the premises of bmg. GLASS + ALUMINUM INC.
- c) The section of this policy that addresses the use of guide dogs, service animals and service dogs only apply to the provision of services that take place at premises owned and operated by bmg. GLASS + ALUMINUM INC.
- d) This policy shall also apply to all persons who participate in the development of bmg. GLASS + ALUMINUM INC. policies, practices and procedures governing the provision of services to members of the public or third parties.
- e) This policy encompasses all aspects of the recruitment process.

### Policy, Communication and Evaluation

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- A. The Provision of Services to Persons with Disabilities;
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons

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- E. Notice of Service Disruptions
- F. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

### **A. The Provision of Services to Persons with Disabilities**

bmg. GLASS + ALUMINUM INC. will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensure that all customers receive the same value and quality
- Allowing customers with disabilities to do things their own ways, at their own pace when accessing services as long as it does not present a safety risk;
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place in a similar manner
- Taking into account individual needs when providing services; and
- Communicating in a manner that takes into account the customer's disability.

### **B. The Use of Assistive Devices**

Persons with disabilities may use their own assistive devices as required when accessing or services provided by bmg. GLASS + ALUMINUM INC.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of services.

### **C. The Use of Guide Dogs, Service Animals and Service Dogs**

If a person with a disability is accompanied by a guide dog or other service animal, bmg. GLASS + ALUMINUM INC. will ensure that the person is permitted to enter the premises with the

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animal and to keep the animal with him or her, unless the animal is otherwise excluded by law. Where a service animal is excluded by laws, bmg. GLASS + ALUMINUM INC. will ensure that other measures are available to enable the person with a disability to obtain, use and benefit from bmg. GLASS + ALUMINUM INC. (for example, securing the animal in a safe location and offering the guidance of an employee). The service animal must be under the care and control of the individual at all times.

Allergies: If a health and concern present itself for example in the form of a severe allergy to the animal, bmg. GLASS + ALUMINUM INC. will make all reasonable efforts to meet the needs of all individuals.

### **D. The Use of Support Persons**

If a person with a disability is accompanied by a support person, bmg. GLASS + ALUMINUM INC. will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

### **E. Notice of Service Disruptions**

Service interruption may occur due to reasons that may or may not be within the control or knowledge of bmg. GLASS + ALUMINUM INC. In those circumstances, bmg. GLASS + ALUMINUM INC. will make every effort to provide advance notice, unless it is an unplanned temporary interruption, at which point, advance notice may not be possible.

The notifications will include the following:

- Services that are disrupted or unavailable
- Reason for the disruption
- Anticipated duration
- A description of alternative services or options

bmg. GLASS + ALUMINUM INC. will provide notice by:

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- Posting notices in conspicuous places including at the point of disruption, website, main entrance, etc...
- Contacting individuals with appointment
- Verbally notify individual with they are making an appointment
- By any other methods that may be reasonable under the circumstance

### **F. Customer Feedback**

bmg. GLASS + ALUMINUM INC. shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. By visiting our website at <https://bmgglass.com/AODA> you will be able to view and download our “Accessible Service Feedback Form”. Feedback can be mailed or emailed to the attention of Matthew Hendy:

bmg. GLASS + ALUMINUM INC.  
108 Victoria Street  
Barrie, Ontario, L4N 2J1  
[matthew@bmgglass.com](mailto:matthew@bmgglass.com)  
705-735-2344 ext 223

Any customers, who provide formal concerns or complaints, will receive acknowledgement of their feedback, along with any resulting action.

### **G. Training**

Training will be provided to every individual who deals with members of the public or who participates in developing policies, practices and procedure governing the provision of services to the public, including company staff, sub-contractors, or other third parties that act on behalf of bmg. GLASS + ALUMINUM INC.

The training will consist of the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*
- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.

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- Instruction on how to interact and communicate with people with various types of disabilities
- Instructions on how to interact with people with disabilities who:
  - Use assistive devices;
  - Require the assistance of a guide dog, service dog or other service animal; or
  - Require the use of a support person (including the handling of admission fees)
- Instructions on how to use equipment or devices that are available that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing the services
- bmg. GLASS + ALUMINUM INC.'s policies, procedures and practices pertaining to providing accessible customer service to customer with disabilities.

Training will be provided to existing bmg. GLASS + ALUMINUM INC. and to new employee during their orientation. Sub-Contractors who deal with the public or act on our behalf will be trained by information package that is to be sent out and confirmation of training must be received. Revised training will be provided in the event of changes to legislation, procedures, and/or practices. bmg. GLASS + ALUMINUM INC. will keep a record of all training, including dates of training and names of employees who attended the training.

### **H. Notice of Availability and Format of Required Documents**

bmg. GLASS + ALUMINUM INC. will make available all documents related to the *Accessibility Standards for Customer Service* upon request in a format that takes into consideration the customer's disability. This will be notified by posting the information in a conspicuous place owned and operated by bmg. GLASS + ALUMINUM INC., the website and/or other reasonable method.

### **Disciplinary Procedures**

An employee who is found to have violated this policy may be subject to disciplinary action, up to and including termination. The type of disciplinary action undertaken is at the discretion of the company and will vary according to the severity of the offence.

Any of the following actions may be taken:



108 Victoria St.  
Barrie, ON L4N 2J1

PH: 705.735.2344  
FX: 705.735.1877

**bmgglass.com**

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- Verbal counselling
- Written Warning
- Final Written Warning and/or Suspension of duties without pay
- Termination

**Acknowledgement**

**I HEREBY ACKNOWLEDGE that I have read bmg. GLASS + ALUMINUM INC.'s Accessible Customer Service Policy and agree to abide by its terms and conditions**

Employee signature

Employee Name

**Date:**



Providing **quality glass services** nationwide since 2000.