
Procedure to Assist Persons with Disabilities

Aug.11, 2014
Revision: 3

Page 1 of 3

1.0 Purpose

- 1.1 The purpose of this procedure is to ensure that any persons with disabilities who wish to acquire goods and services from Fritzall receive fair and equitable treatment. Fritzall will train all staff to recognize and respond appropriately to persons with disabilities.

2.0 Definitions**AODA**

Accessibility for Ontarians with Disabilities Act, 2005.

3.0 References

- 3.1 Accessibility Standards for Customer Service, Ontario Regulation 429/07.
- 3.2 Accessibility for Ontarians with Disabilities Act, 2005.
www.AccessON.ca/compliance

4.0 Responsibility

- 4.1 All office personnel working with goods and services and or dealing with the public, are required to be trained on and be in compliance with, the requirements of this procedure. All other staff will be trained in the basics of assisting persons with disabilities. New hires will receive basic training, full training after six months.
- 4.2 The Office Manager shall be responsible to ensure that proper implementation and verifications of compliance with this procedure is performed and adhered to.

5.0 Procedures**5.1 Training**

5.1.1 Personnel who deal with the public will be trained as per the rules below. A positive attitude and willingness to help is key.

5.2 Basic Rules Summary

- Consider a persons' disability when communicating with them.
- Refer to the requirements of the Accessibility Standard. The information will provide assistance if you are unsure what to do.
- Welcome support persons, but direct your comments to the person with the disability. Allow wheelchairs or other devices into the building. Allow service animals to accompany the person inside.
- Ask how you can be of assistance. The person with the disability knows best how you can help.
- Be patient, listen carefully. Some people take longer to respond. Ask for confirmation if you are unsure you heard them correctly.
- Don't touch persons or assistive devices unless you ask first. Do not touch service dogs or speak to them, they are working.
- If assisting a person who is blind or someone with reduced sight ability, perhaps you could read (a notice or leaflet) to them. Speak clearly.



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Aug.11, 2014
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Page 3 of 3

6.0 Feedback process

- 6.1 Customers are encouraged to comment on Fritzall's goods and services Policy for Persons with Disabilities on how that policy has been implemented, and what, if anything can be done to improve it. Fritzall will undertake to make corrections or amendments to the existing policy if required.
- 6.2 If a complaint is received Fritzall will endeavor to make corrections to the offending article or policy and will re-train employees on the correction.
- 6.3 Policy Documents will be posted on the premises and on the Fritzall web site. If specifically requested by a person with disabilities Fritzall will provide a document directly to that person, in a format to be mutually agreed upon.
- 6.4 Disruption of service. The yearly shutdown date will be posted on the Fritzall Web Site under hours of operation. Unforeseen disruptions will be addressed on an ad hoc basis.

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