

A large, solid orange geometric shape, resembling a stylized arrow or a large 'L' rotated 45 degrees, pointing towards the top right. It occupies the left and bottom-left portions of the page.

AODA Customer Service Standard Policy

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1 The Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Standard Policy

1.1 Policy statement

Mott MacDonald Canada Limited ("MMCL") is committed to ensuring equal access and participation for people with disabilities. We are committed to supporting people with disabilities in a way that maintains dignity and independence. This policy supports the principles and requirements outlined in the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA") and the Accessibility Standards for Customer Service.

MMCL believes in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

1.2 Core principles

In accordance with the Accessibility Standards for Customer Service, MMCL strives to ensure our policies and procedures are consistent with the following four core principles:

- **Dignity** – People with disabilities must be treated as valued as deserving of service as any other individual.
- **Equality of Opportunity** – People with disabilities should be given opportunities equal to those given to others to obtain, use, and benefit from our services.
- **Integration** – Whenever possible, people with disabilities should benefit from our services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of persons with a disability, goods and services will, to the extent possible, be provided in another way that takes into account of the customer's individual needs.
- **Independence** – Services must be provided in a way that respects the independence of people with disabilities and respects a person's right to choose how they wish to receive services. Any assistance offered must be with the express permission of the person.

1.3 Definition of terms

- **AODA** – Accessibility for Ontarians with Disabilities Act, 2005.
- **Barrier** – As defined by the AODA, anything that prevents someone with a disability from participating in all aspects of society. Examples of barriers include architectural or structural barriers, information or communications barriers, technological barriers, and attitudinal barriers.
- **Disability** - This is the same definition as is provided under the AODA and the Human Rights Code, R.S.O. 1990, c. H.19.

"Disability" means,

- Any degree of physical disability, 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 coordination, blindness or visual impediment, 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.

- A condition of mental impairment or a developmental disability.
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- a mental disorder
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.
- **Assistive Device** - Technical aids, communication devices, or medical aids that are used to increase, maintain, or improve how a person with a disability can function. Examples may include, but are not limited to, wheelchairs, walkers, note taking devices, portable magnifiers, recording machines, and assistive listening devices.
- **Support Person** – As defined by the AODA, 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.

Service Animal – As defined by the AODA:

- If it is readily apparent that the animal is used by the person with a disability for reasons relating to his or her disability; or
- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability,

“We” and “Our” means MMCL and its employees and contractors.

1.4 MMCL’s commitment to accessibility for our customers

We strive to ensure our services are provided in an integrated manner that provides people with disabilities equal access to our services and opportunities, and we provide alternate measures where necessary without undue hardship, so that people with disabilities may have access to and can benefit from our services. MMCL carries out this commitment in a variety of ways including the following:

1.4.1 Communication and assistive devices

In order to promote understanding of content and intent, all communication with people with disabilities will be done in a manner that takes into account the disability. Where possible, MMCL employees will ask the individual directly the best way to communicate with him/her.

To that end, people using assistive devices will be permitted—where possible—to use those devices when on our premises that are open to the public; however, it being understood that the use and safety of personal assistive devices is the responsibility of the person with the disability.

Where the use of an assistive device cannot be used because of some barrier, attempts will be made to remove the barrier or the person with the disability will be asked how they can be accommodated and/or what alternative methods are available to assist the person in accessing our opportunities and services.

1.4.2 Service animals

MMCL is committed to welcoming people with disabilities who are accompanied by a trained, accredited service animal. A service animal may accompany a customer or any third party with a disability to all parts of our premises that are open to the public. MMCL employees and others dealing with the public are trained in how to interact with people with disabilities who are accompanied by a service animal.

To be considered a service animal under this standard, it must either be readily apparent that the animal is being used because of a person's disability or the person with a disability may be asked to provide a letter from a physician or nurse confirming that it is required for reasons relating to his or her disability. If the service animal is causing a disturbance for other customers, the customer and accompanying service dog may be required to leave the area or MMCL premises.

1.4.3 Support persons

MMCL 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 the premises with his or 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 MMCL premises. Staff have received training on how to interact with persons with a disability accompanied by a support person.

1.4.4 Notice of temporary disruption

MMCL acknowledges that temporary disruptions of services (elevators, physical operations) and programs may occur due to reasons that may or may not be within MMCL's control or knowledge. MMCL will notify promptly of any such planned or unexpected disruptions, including information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that may be available.

Notification may also be done through the building services, if the building is leased. The notices may be made available through email, intranet for staff, temporary signage and/or direction communication. In the event of an unexpected disruption, advanced notice is not possible. In such cases, MMCL or the building will provide notice, as soon as possible.

1.4.5 Training for our employees

Training is provided in accordance with the AODA to MMCL employees and contractors who interact with our customers or are involved in the development of customer service policies, practices and procedures. Training is also provided to new employees of the company in accordance with the AODA as part of their orientation to our organization. The training content, required by the Customer Service Standard, includes the following:

- The history of the legislation and the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the 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 animator a support person.
- How to use the assistive devices available on MMCL's premises or otherwise that may help with the provision of services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing MMCL's services.
- MMCL's policy and procedure relating to the customer service standard.

- Additional training will be conducted, should significant changes be made to the AODA policy.

1.4.6 Feedback process

MMCL has a process in place for receiving and responding to feedback about how services are provided to customers with disabilities. Customers with disabilities can offer their feedback in the following ways:

1.4.6.1 In person and by mail:

Human Resources

1888-550 Burrard Street
Vancouver, BC
V6C 2B5 Canada

Email:

accessibility@mottmac.com

The customer is requested to provide their name and contact information (phone, e-mail).

Once feedback is received, the following actions are taken to respond:

- The feedback is directed to the appropriate person for action.
- The feedback is assessed for appropriate action. (Note: the customer service standard does not require a response to be provided for all feedback).

We will attempt to respond in the same format as it is received. When concerns/complaints are received, every effort will be made to respond within two (2) weeks of the receipt of the complaint/concern.

1.5 Modifications to this or other policies

MMCL is committed to ensuring that its policies, practices, and procedures are consistent with and promote the core principles of dignity, independence, integration and equal opportunity. Any MMCL policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

1.6 Accessibility of documents

This Policy and all other documents required by the AODA pertaining to our policies, practices, and procedures on the provision of services to people with disabilities, can also be obtained by contacting the local office administrator. Upon request, reasonable attempts will be made to provide these documents to customers with disabilities in an accessible format that considers the person's disability. Notice of availability of these documents will be posted on our website and/or posted in a conspicuous place where this Policy applies.

