



**Accessibility for Ontarians with Disabilities Act (AODA)  
Customer Service Standard**

**030.023**

---



Table of Contents

<b>1. PURPOSE.....</b>	<b>1</b>
<b>2. DEFINITIONS.....</b>	<b>1</b>
<b>3. IMPLEMENTATION .....</b>	<b>2</b>
3.1 SCOPE.....	2
3.2 PROVIDING PRODUCTS AND SERVICES.....	2
3.2.1 <i>Communication</i> .....	2
3.2.2 <i>Use of Service Animal or Support Persons</i> .....	2
3.2.3 <i>Training for Staff</i> .....	2
3.2.4 <i>Feedback Procedure</i> .....	2
<b>4. RACI MATRIX .....</b>	<b>3</b>
4.1 POLICY MANAGEMENT.....	3
4.2 POLICY IMPLEMENTATION .....	3
<b>5. RELATED DOCUMENTS .....</b>	<b>4</b>
<b>6. REVISION HISTORY .....</b>	<b>4</b>

---

## POLICIES & PROCEDURES



FORTAI

# ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES

030.023

---

DATE: February 17, 2012  
NUMBER: 030.023  
CATEGORY: Human Resources  
NAME: Accessibility for Ontarians with Disabilities – Customer Service Standard  
VERSION: 1  
AUTHOR: Trish Whitall

---

## 1. PURPOSE

FORTAI is committed to providing its products and services in a way that respects the dignity and independence of people with disabilities. This policy establishes the accessibility standards for customer service and outlines employee responsibility in meeting this standard.

## 2. DEFINITIONS

**DISABILITY:** The AODA defines disability as;

- (a) 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 co-ordination, 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,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

**BARRIER:** Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

**SUPPORT PERSON:** 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 products or services.

**RACI MATRIX:** A RACI matrix is developed to identify the accountability level assigned to personnel within an organization with respect to specific tasks. The matrix identifies who is Responsible, Accountable, Consulted, and/or Informed (RACI).

**RESPONSIBLE:** As it relates to the RACI matrix, this person is the one actually doing the work as defined by the specific task. While performing the assigned task this person will, 1) ensure they understand the expected outcomes of the given task, 2) work in a safe manner, 3) follow company/client standards, policies, and procedures, and 4) comply with applicable codes and regulations.

**ACCOUNTABLE:** As it relates to the RACI matrix, this person must ensure the specific task is executed and is the one who has final say with any issues that may arise as a result of executing the specific task. This person is ultimately liable and must ensure that the task in question is



**FORTAI** ACCESSIBILITY FOR ONTARIANS WITH  
DISABILITIES

030.023

---

properly executed by ascertaining that: 1) a competent person is doing the work, 2) effective communications and directions are provided, 3) all work is accomplished in a safe manner, 4) all deliverables follow company/client standards, policies, and procedures, and 5) all designs comply with applicable codes and regulations.

### **3. IMPLEMENTATION**

#### **3.1 SCOPE**

This policy applies to the following

- All employees who provide products or perform services on behalf of FORTAI.

#### **3.2 PROVIDING PRODUCTS AND SERVICES**

##### **3.2.1 Communication**

FORTAI is committed to communicating with people with disabilities in a way that takes into account their disability.

##### **3.2.2 Use of Service Animal or Support Persons**

FORTAI welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

##### **3.2.3 Training for Staff**

FORTAI is committed to providing on-going training for its employees' in the following areas:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- Requirements of the Customer Service Standard.
- FORTAI's policy and procedures in accordance to the AODA- Customer Service Standard.
- How to interact with people with disabilities in a way that maintains their dignity and independence.
- How to support and interact with people who require the service of a support person, service animal or assistive device.

##### **3.2.4 Feedback Procedure**

Clients who wish to provide feedback on the way FORTAI provides products and services to people with disabilities can send an e-mail to [HR@bestech.com](mailto:HR@bestech.com)



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES

030.023

**4. RACI MATRIX**

**4.1 POLICY MANAGEMENT**

The following RACI matrix identifies the levels of accountability for the management of this specific policy.

**R = Responsible**  
**A= Accountable**  
**C= Consulted**  
**I = Informed**

	TASK	PRINCIPALS	MANAGERS	HR	
1	Develop Policy	A	I	R	
2	Review Policy	A	R	R	
3	Approve Policy	R	I	A	
4	Implement Policy	I	A	I	

Responsible: Does the work.  
 Accountable: The buck stops here.  
 Consulted: Provides input.  
 Informed: Brought up to speed.

**4.2 POLICY IMPLEMENTATION**

The following RACI matrix identifies the levels of accountability for the implementation of this specific policy.

**R = Responsible**  
**A= Accountable**  
**C= Consulted**  
**I = Informed**

	TASK	PRINCIPALS	MANAGERS	HR	EMPLOYEES
1	Ensure staff are properly trained on AODA requirements		R	R/A	R
2	Participate in training provided		A		R
3	Follow up on feedback received by clients		C	R/A	
4					
5					

Responsible: Does the work.  
 Accountable: The buck stops here.  
 Consulted: Provides input.  
 Informed: Brought up to speed.

## 5. RELATED DOCUMENTS

Ontario Human Rights Code:

[http://www.elaws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_90h19\\_e.htm](http://www.elaws.gov.on.ca/html/statutes/english/elaws_statutes_90h19_e.htm)

AODA Ontario Regulation 429/07 - Accessibility Standards for Customer Service:

[http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws\\_src\\_regs\\_r07429\\_e.htm](http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm)

## 6. REVISION HISTORY

Revision Number:	Author(s):	Date:	Description:	Approved by:
1	Trish Whittall	February 17, 2012	Initial Document	Pat Dubreuil