

**Title: ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES: CUSTOMER SERVICE POLICY**

**Section: 8.0**  
**Number: 8.1**

**Effective Date: December 2011**  
**Supersedes: N/A**

**Approved by: Richard Lockie**

**Scope: All employees who interact with customers or vendors**

## Policy

Inception Biosciences is committed to providing quality service to our diverse user community, including persons with disabilities. As part of our commitment to providing access to our services for all customers, we seek to remove obstacles faced by individuals with disabilities.

In accordance with The Accessibility for Ontarians with Disabilities Act (AODA), Inception Biosciences will provide service both electronically and in person, in a manner that respects the dignity and independence of persons with disabilities.

## Procedures

Inception Biosciences will support our customers to utilize our services in the following manner:

### 1. Providing Goods and Services:

#### Communications:

We will communicate to people with disabilities in ways that take into account their disability. We will train our service staff on how to interact and communicate with our diverse user community and people with various types of disability, respecting their dignity and independence.

#### Telephone Services:

We will train our staff to communicate with our customers over the telephone in plain language and to speak clearly. We will also make our staff familiar with telephone technologies intended for people with disabilities.

#### Assistive Devices:

We will ensure that our staff is familiar with and trained in the use of various assistive devices which may be utilized by our customers.

#### Billing:

Inception Biosciences is committed to providing accessible invoices and notices in alternate formats upon the request of our customer.

## **2. Use of Service Animals and Support Persons**

### **Service Animals:**

Persons with disability may enter Inception Biosciences premises accompanied by a service animal and keep the animal with them, in areas which the public has access to on our premises and the animal is not otherwise excluded by law. While visiting our premises, it is the responsibility of the person with the service animal to ensure the animal is under control at all times.

In the event a staff member is allergic to animals, alternative arrangements will be negotiated.

### **Support Person:**

Persons with a disability may be accompanied by a support person and have access to that individual at all times. Inception Biosciences may require a person with a disability to be accompanied by a support person while on our premises, in situations where it is necessary to protect the health and safety of the person with a disability, or the health and safety of others on our premises.

Consent from the person with a disability is required when communicating confidential information related to the person with a disability, in the presence of a support person.

## **3. Notice of Temporary Disruption**

Inception Biosciences will make every effort to provide customers with notice in the event of a disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available. We will not be able to give adequate notice in case of an emergency temporary disruption.

In order to make information accessible, signs and printed notices will be displayed at the entrance to our facilities.

## **4. Training for Staff**

Inception Biosciences will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Services. In addition, training will be provided to new employees as part of orientation and on a continuing basis as required. The amount and format of training will depend upon the person's interaction with customers. A record of training will be kept by the Human Resources Department.

Training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA);

- The requirements of the Accessibility Standards for Customer Services;
- Information about Inception Biosciences policies, procedures and guidelines pertaining to the provision of services to users with disabilities;
- How to interact and communicate with people with various types of disabilities;
- What to do if a person with a disability is having difficulty accessing Inception Biosciences services;
- How to interact with people with disabilities who use assistive devices or require assistance of a service animal or a support person;
- How to use equipment or devices available by Inception Biosciences that may help with the provision of services to persons with disabilities.

## 5. Feedback Process

Inception Biosciences welcomes feedback, including feedback about the delivery of our services to persons with disabilities. Users can submit feedback to:

Harneet Maggu  
HR & Facilities Associate  
Inception Biosciences Inc.  
1620 Tech Ave, Unit 1  
Mississauga, ON L4W5P4  
[Harneetmaggu@inception.com](mailto:Harneetmaggu@inception.com)  
T: (905) 206-2790 x 2610

## 6. Modifications to this or other policies

Inception Biosciences is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, all modification to this and other policies will consider the impact on persons with disabilities.

## 7. Questions about this policy

All questions regarding this policy should be directed to Harneet Maggu.

## References

### Legislation:

Accessibility for Ontarians with Disabilities Act (AODA, 2005)  
Accessibility Standards for Customer Service, Ontario Regulation 429/07

### Policies:

- 1.4 Respectful Workplace