



**TAYLOR MOVING & STORAGE LTD.**

**AODA Customer Service Policy**

**As approved by the Owners/Managers  
and incorporating all changes through:**

**20 December 2012**

**(Note that, in this policy, the masculine shall include the  
Feminine and the singular shall include the plural)**

## Revision History

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Date	Revisionist	Summary of Changes
20 December 2012	Chris Richards	Creation of policy, in response to AODA requirements.
December 2015	Chris Richards	Updates and terminology
December 2018	Chris Richards	Updates and terminology
January 2021	Chris Richards	Updates and terminology

## External Cross-references

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Section(s)	Policy/Section Referenced	Referencing Policy	Section(s)
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## INTRODUCTION

Taylor Moving is committed to providing quality services that are accessible to all, and to communicating with all persons with disabilities that takes into account their disabilities. In so doing, we strive to provide services in a way that respects the principles of:

- Independence – allowing people with disabilities to do things on their own without unnecessary help or interference from others;
- Dignity – providing services in a way that allows people with disabilities to maintain self-respect and the respect of others;
- Integration – allowing people with disabilities to benefit from the same services, in the same place, and in the same or similar ways as others; and
- Equality of opportunity – offering people with disabilities an equal opportunity.

In January 2012, the Customer Services Standards in the Accessibility for Ontarians with Disabilities Act (the Act) are effective in Ontario. This document adapted from the CHF Canada sample Customer Service Policy (2011) and the related Appendices, adapted from the Performance Solutions Network Corporation (2010-2011), establishes the policies and procedures required to meet and/or exceed the requirements of this and other applicable legislation as they related to the Accessibility Standards for Customer Service.

## DEFINITIONS & INTERPRETATIONS

- “Assistive device” is defined as a tool, technology, or other mechanism that helps a person with disability do everyday tasks such as moving, communicating or lifting. Assistive devices may include, but are not limited to wheelchairs, lifts, reading machines, recording machines, amplifiers, TTY services, oxygen tanks, communication boards, and/or white canes.
- “Disability” is defined in the Act and the Ontario Human Rights Code 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; and/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*.
- “Service animal” is an animal for a person with a disability:
  - if it is a guide dog as defined in the Blind Persons’ Rights Act, R.S.O. 1990,c.B.7;
  - If it is readily apparent that the animal is used by the person 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

- "Support person" is defined as a person who accompanies a person with a disability to assist with communication, mobility, personal care, medical needs, or access to goods and services.

## **POLICY**

### **Assistive Devices**

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1. (1) Taylor Moving is committed to serving people with disabilities who use assistive devices to use our services.
  - (2) A person with a disability may use his or her own assistive device to access our services, unless this device poses a risk to the health and safety of the person with a disability or to others.
  - (3) If a person with a disability cannot use his or her own assistive device because of health and/or safety risks, Taylor Moving will take reasonable measures to assist this person to access our services.
  - (4) Taylor Moving will ensure that its staff is trained and familiar with various assistive devices that may be used by persons with disabilities while accessing our services.
  - (5) Taylor Moving will ensure that staff knows how to use assistive devices available on its premises for use by members and/or the public.

### **Service Animals**

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2. (1) Taylor Moving acknowledges the vital relationship between a person with a disability and his or her service animal. Service animals are allowed to accompany people with disabilities on all parts of Taylor Moving premises that are open to the public and other third parties.
  - (2) Taylor Moving will ensure that all staff, volunteers, and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by service animals.
  - (3) The person accompanied by the service animal will keep the animal with him or her at all times, and will be responsible for the service animal's care, supervision, and control while on Taylor Moving premises.
  - (4) Where another person's health and safety could be adversely affected by the presence of a service animal, Taylor Moving will fully analyze all options for safely allowing the service animal onto the premises. In so doing Taylor Moving & Storage will consult with the person with the disability and with the adversely affected person to find a solution that meets the needs of both individuals.
  - (5) If the service animal is excluded by law or cannot otherwise enter Taylor Moving premises because of the health and safety risks to another person, Taylor Moving will ensure that other measures are available to enable the person with a disability to access the Taylor Moving & Storage services.

### **Support Persons**

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3. (1) Taylor Moving & Storage welcomes people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Taylor Moving & Storage 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 Taylor Moving premises

- (2) If Taylor Moving needs to discuss confidential information with a person accompanied by a support person, the person with the disability will be asked if he or she wishes the support person to be present and, if so, to sign a consent form authorizing Taylor Moving to disclose confidential information in the presence of the support person (see Appendix A). In addition, the support person will be asked to sign a confidentiality agreement (see Appendix B) to keep the confidential information disclosed by Taylor Moving in strict confidence.
- (3) Taylor Moving may require a person with a disability to be accompanied by a support person when on the premises. This would occur only if, upon consultation with the person with the disability, it was the only way to allow the person on the premises and, at the same time, fulfill the obligations to protect the health and safety of the person with a disability and of others on the premises.

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### **Communications and Information**

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4. (1) Taylor Moving will communicate with people with disabilities in ways that takes into account their disability.
- (2) Taylor Moving will train staff who communicate with members, applicants, and/or the public on how to interact and communicate with people with various types of disabilities.
- (3) Taylor Moving will use plain language in its written materials.
- (4) Taylor Moving will provide information in alternate forms upon request. This may include but is not limited to telephoning members to convey information normally provided in written notices, providing a large print version of documents, and one-on-one meetings with members to review important documents.

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### **Feedback**

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5. (1) Taylor Moving is committed to maintaining and improving access to its services by people with disabilities. Comments regarding the manner in which Taylor Moving provides services to persons with disabilities are welcome and appreciated.
- (2) Feedback regarding the way Taylor Moving provides services to people with disabilities can be made in person, by telephone, in writing, by email, online, or any other method.
- (3) The feedback process (see feedback form, Appendix D) will be posted in the Taylor Moving office.
- (4) If a person requests a response to the feedback, Manager or delegate will contact him or her within three (3) business days of receipt to discuss the next steps.

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### **Training**

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6. (1) Everyone who interacts with members, the public, or other third parties on behalf of Taylor Moving whether they are paid or unpaid, will receive training on customer service requirements.

- (2) Everyone involved in the development of Taylor Moving customer service policies, practices, and procedures will receive training on customer service requirements.
- (3) All customer service requirements training for employees, will meet the requirements of the AODA and will include the following:
  - (a) The purpose of the AODA and the requirements of the customer service standard.
  - (b) How to interact and communicate with people with various types of disabilities;
  - (c) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
  - (d) What to do if a person with a disability is having difficulty accessing Taylor Moving services; and
  - (e) Taylor Moving policies, practices, and procedures relating to the customer service standard.
- (4) Training may be provided through workshops, on-line training, written guides, or any other method determined by the Taylor Moving/Owners or delegate.
- (5) Taylor Moving & Storage will maintain records of each training recipient, the training provided, and the date the training was completed (see Appendix C).