

## **Accessible Customer Service Policy**

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All services provided by Caduceon Enterprises Inc. shall follow the principles of dignity, independence, integration and equal opportunity.

- This policy applies to the provision of goods and services at premises operated by Caduceon Enterprises Inc.
- This policy applies to **all** employees, volunteers, agents and/or contractors or other third parties that act on behalf of Caduceon Enterprises Inc., including when the provision of services occurs off the premises of Caduceon Enterprises Inc. such as in: delivery services.
- The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises owned and operated by Caduceon Enterprises Inc.
- This policy shall also apply to all persons who participate in the development of the Caduceon Enterprises Inc.'s policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- The Provision of Goods and Services to Persons with Disabilities;
- The Use of Assistive Devices
- The Use of Guide Dogs, Service Animals and Service Dogs
- The Use of Support Persons
- Notice of Service Disruptions
- Customer Feedback
- Training

- Notice of Availability and Format of Required Documents

Caduceon Enterprises Inc. will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as it does not present a safety concern;
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer's disability.
- allow customers to use their own assistive devices, where safety does not present concern
- allow customers the use of Guide Dogs, Service Animals and Service Dogs
- allow customers the use of Support Persons
- ensure customers are informed of Service Disruptions
- **Provide access for feedback**, receive and review Customer Feedback
- ensure applicable staff are trained on Policies and Procedures pertaining to *Accessibility Standards for Customer Service, Ontario Regulation 429/07*
- ensure customers are notified that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability.

This policy and its related procedures will be reviewed as required in the event of legislative changes.



Approved and Authorized by:

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Steve Garrett, Director of Laboratory Services