



## Accessibility for Ontarians with Disabilities Act (AODA): Customer Service Standard Policy

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### *Purpose:*

Spirit of Math is committed to providing a respectful, accessible, and inclusive environment in the provision services for both clients and employees. Spirit of Math strives to ensure that, the *Accessibility for Ontarians with Disabilities Act (AODA)*, the standards and all other relevant legislation concerning accessibility, are rigorously observed.



Spirit of Math's goal is to focus on becoming a barrier free environment and meeting the requirements of AODA and its own policies and goals related to identifying, removing and preventing barriers to persons with disabilities that might interfere with their ability to make full use of the goods and/or services provided.

### *Scope:*

This policy applies to the provision of goods and services at premises owned and/or operated by Spirit of Math and/or its Franchisees as well as the many interactions with customers/clients and employees via telephone, email or face-to-face. This policy also applies to employees, contractors, consultants, volunteers or other third parties who deal with the public or whom act on behalf of Spirit of Math.

### *Definitions:*

**"Disability"** means,

- 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,
- 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*.

### *Four Guiding Principles:*

Spirit of Math will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the following core principles as outlined in the AODA:

Dignity – ensure persons with disabilities are provided with services in a manner that will allow them to maintain self-respect and the respect of others.

Independence - ensure persons with disabilities have their right to do for themselves and are able to do things in their own way.

Integration – ensure persons with disabilities fully benefit from the same goods and services, in the same place and in the same or similar manner as others. This may require alternative formats and flexible approaches. It means complete and full participation.

Equal Opportunity – ensure persons with disabilities have the same chances, options, benefits and results as others.

### *Procedures and Responsibilities*

Spirit of Math is committed to using reasonable efforts in providing goods and services to all customers including persons with disabilities and will carry out our functions and responsibilities in the following areas:

#### *Communication:*

Spirit of Math is committed to ensuring that all of our employees are fully aware of how to interact and communicate with persons with disabilities. We will train our employees who communicate with customers and students on how to interact and communicate with people with various types of disabilities.

#### *Assistive Devices:*

Spirit of Math is committed to serving persons with disabilities who may use their own assistive devices to obtain, to use, or to benefit from goods and/or services. We will ensure that all employees are aware of and familiar with various assistive devices that may be used while accessing our goods and/or services. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of services. For example, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

#### *Use of Service Animals*

Spirit of Math is committed to welcoming persons with disabilities and their guide dogs or service animals in the areas of our premises that are open to the public unless otherwise excluded by law. If a guide dog or service animal is excluded by law, Spirit of Math will try to offer alternative methods to enable the person with a disability to access goods and services, when possible. Please note that a “*guide dog*” is a dog trained by the regulations under the Blind Persons’ Rights Act. Also, a “*service animal*” is an animal for persons with disabilities. If it is readily apparent that the animal is used by the person for reason relating to their disability or if the person provides a letter from a physician or a nurse confirming that the person required the animal for reasons relating to the disability.

Spirit of Math will also ensure that our employees are trained on how to interact with customers with disabilities who are accompanied by a guide dog or service animal.

### *Support Persons*

In the event that a client/customer with a disability is accompanied by a support person the client/customer, along with the support person, will be allowed to enter Spirit of Math premises open to the public or other third parties. At no time will persons with disabilities who is accompanied by a support person be prevented from having access to that person while on our premises.

Spirit of Math will not charge admission fees for support persons/workers to attend Spirit of Math sponsored events. This policy will be included where admission fees are published.

### *Notice of Temporary Disruption:*

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Spirit of Math. In these circumstances, we will provide visitors with notice in the event of a planned or unexpected temporary disruption in the Spirit of Math offices or services usually used by persons with disabilities. Notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities, services or systems that may be available.

Notice will be given by posting the information in a visible place on premises owned or operated by the provider of goods and/or services.

In the event that an unexpected disruption occurs, notice will be given as soon as possible. In some circumstances, advance notice may not be possible.

### *Training for Employees:*

Spirit of Math will provide training to all employees and others who deal with the public or third parties on behalf of Spirit of Math. Spirit of Math will also provide training to those who are involved in the development and approvals of customer service policies, practices and procedures.

Training will include information regarding the following:

- Purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the requirements of the Accessibility Standards for Customer Service
- How to interact and communicate with persons with various types of disabilities
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or service animal or a support person
- What to do if persons with disabilities is having difficulty in accessing Spirit of Math's goods and services
- Review of policies and procedures pertaining to providing accessible customer service to persons with disabilities

Training will be provided to all current employees upon this policy taking effect and new employees will be provided such training as part of their orientation. Spirit of Math will also provide revised training to all parties outlined above in the event of legislative changes or changes to policies or procedures and will maintain a record of training that includes dates the training was provided along with the information of the individuals who receive the training.

*Feedback Process:*

Spirit of Math will provide customers/clients with the opportunity to provide feedback on the service provided to persons with disabilities. Information about the feedback process will be readily available to all customers/clients and notice of the process will be made available at each Spirit of Math location. Comments and feedback about the delivery of services to persons with disabilities is welcomed, as it may help identify areas that require change and assist in continuous improvement. Such contact can be made by contacting the HR Manager. All feedback will be addressed immediately. Some feedback may require more effort to address and may need to be reviewed in detail.

*Availability of AODA Policy:*

In accordance with the AODA, all documents required by the Accessibility Standard for Customer Service, including Spirit of Math's Accessibility Policy, notices of temporary disruption, training records and written feedback process are available upon request subject to the Freedom of Information and Protection of Privacy Act ("FIPPA"). When providing these documents to a person with a disability Spirit of Math will endeavour to provide the document, or the information contained in the document, in a format that takes the person's disability into account.