



Policies & Procedures – Customer Service Standards

Purpose

The purpose of this document is to become compliant with Ontario Regulation 429/07 for the purpose of developing, implementing and mandating accessibility standards in order to achieve accessibility for persons with disabilities. Security Guard Group will ensure all of our services are accessible to everyone with respect to products, services, facilities, accommodations, employment, buildings, structures and premises.

This document will be revised at least every five (5) years. Any revisions, development of new procedures or policies will be updated as necessary to ensure consistency.

Application

This document applies to all Security Guard Group's employees who deal with members of the public or employees who participate in implementing and developing the policies and procedures outlined in this document.

Our Statement & Policies

Definitions

Disability: A disability as defined by AODA is:

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, and degree of paralysis, amputation, lack of physical coordination 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 or; reliance on a guide dog or on a wheelchair or other remedial appliance or device;

- a- A condition or mental impairment or a development disability, or;
- b- A learning disability, or a dysfunction in one or more of the process involved in understanding or using symbols or spoken language, or;
- c- A mental disorder, or



- d- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).

Security Guard Group is committed to building on a culture that embraces diversity and strives to provide services in a way that respects the dignity and independence of persons with disabilities. Security Guard Group is also committed to ensuring that persons with disabilities receive accessible services with the same quality and timelines as others do.

The AODA details specific requirements and standards for accessibility in Ontario. Security Guard Group 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:

- i. Ensuring persons receive the same value and quality of service;
- ii. Using alternative methods when possible to ensure that persons with disabilities have access to the same services in the same manner;
- iii. Taking into account individual needs when providing services;
- iv. Communicating in a manner that takes into account the person’s disability.

Dignity: Goods and services are provided in a manner that is respectful to persons with a disability and does not diminish the person’s importance.

Independence: Accommodating a person’s disability by respecting their right to do for themselves and to choose the way they wish to receive goods and services.

Integration: Persons with disabilities can access all services and products. They may require alternative formats and flexible approaches. It means inclusiveness and full participation. This is a fundamental human right.

Equal opportunity: Services and products are provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others.

Security Guard Group is committed to excellence in serving all persons including people with disabilities and will carry out responsibilities under the Accessibility for Ontarians with Disabilities Act, (2005) in the following areas:

- 1) Communication
- 2) Training
- 3) Assistive Devices
- 4) Service Animals
- 5) Support Persons
- 6) Notification of Disruption in Services
- 7) Feedback
- 8) Emergency Situations



Responsibilities

All Senior Managers and Guards in a Supervisory role shall:

- i. Monitor and support guards implementing this document;
- ii. Facilitate the use by persons with disabilities of their personal assistive devices, service animals; allow access for their support persons as outlined below when accessing Security Guard Group premises open to the public;
- iii. Respond to feedback including accessibility related issues or concerns as outlined below.

All other employees shall:

- i. Participate in required online AODA training which is free of charge by the following this link: <https://www.aoda.ca/free-online-training/>
- ii. Support the implementation of this document by providing service in a manner that respects the dignity and independence of persons with disabilities, including permitting the use of assistive devices, service animal and support persons as outlined below

The Human Resources Department shall ensure that process are put in place to:

- i. Identify training needs for Security Guard Group;
- ii. Ensure mechanisms are in place to support manager and supervisors in implementing accessibility;
- iii. File Accessibility Customer Service report with the Government of Ontario
- iv. Ensure Security Guard Group's policies, practices, and procedures related to AODA are available to any person upon request;
- v. Ensure training records are maintained under each employee file.

Procedures

We are committed to excellence in serving everyone including persons with disabilities and our responsibilities will include:

Communication: All Security Guard Group employees will communicate with people in ways to take into account their disability.

Security Guard Group will provide training to managers, supervisors and security guards whose duties involve interaction with the public or other third parties.

Training: Security Guard Group will provide training to all employees who participate in the development of organization's policies and other persons who provide products, services or facilities on behalf of Security Guard Group. New employees will undertake training as part of their employment qualification and this training can be accessed via the link provided above. See "All other employees shall". Employees will also be required to retake the training when changes are made to these policies, practices and procedures.



As reflected in the Ontario regulation 429/07, training will cover the following:

- i. A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005; the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07;
- ii. Instructions on how to interact and communicate with people with various types of disabilities;
- iii. Instructions on how to interact with people with disabilities who;
 - a. Use assistive devices;
 - b. Require the assistance of a guide dog, service dog or other service animal, or
 - c. Require the use of support person.
 - d. Instructions on how to use equipment or devices that are available that we provide that may help people with disabilities;
 - e. Instructions on what to do if a person with a disability is having difficulty accessing your services;
 - f. Instructions on Security Guard Group's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Record of Training: Records will be maintained on employee file indicating the date and training provided.

Definition:

Assistive Devices: is any device that helps a person with disability to do everyday tasks and activities. Assistive devices include digital audio players, hearing aids, teletypewriter (TTY) for people unable to speak or hear by phone, mobility devices (such as scooters, walkers or crutches, or white canes, oxygen tanks), and speech generating devices.

Note: Bell provides Relay Service from any phone for free (1-800-855-0511).

Security Guard Group is committed to serving people with disabilities, who may provide their own assistive device to obtain, to use or benefit from Security Guard Group's services.

Security Guard Group will ensure that employees are trained and familiar with various assistive devices that may be used by persons with disabilities while accessing our services. In the event where the assistive device presents concern or when accessibility might be an issue, other reasonable measures to assist the person in obtaining, using and benefiting from Security Guard Group's services.

Guide Dog: is a highly trained working dog that has been trained at one of the facilities listed in the Ontario regulation 58 under Blind Rights Act, to provide mobility, safety and increased independence for people who are blind.



Service Animal: as reflected in Ontario regulation 429/07 indicates that an animal is a service animal for a person with disability if;

- a- It is readily apparent that the animal is used by the person for reasons related to their disability, or
- b- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to disability.

Service Dog: As reflected in Health Protection and Promotion Act, Ontario regulation 562 a dog other than a guide dog for the blind is a Service Dog if;

- a- It is readily apparent to an average person that the dog functions as a service dog for a person with a mental disability; or
- b- The person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

A person with a disability that is accompanied by a guide dog, service animal or service dog may bring their service animal on the parts of our premises that are open to the public unless otherwise excluded by law. Should the animal be excluded from the premises by law, Security Guard Group will ensure that other reasonable measures are available to enable the person with the disability to obtain services. If it is not apparent that the animal is being used by the person for reasons relating to his or her disability, Security Guard Group may request verification.

The person that is accompanied by the guide dog, service dog or service animal is responsible for maintaining care and control of the animal at all times.

Support Person: As mentioned in Regulation 427/07, a support person means in relation to a person with a disability, another person who accompanies him or her in order to help with the communication, mobility, personal care, medical needs or access to Security Guard Group's services.

If a person with a disability is accompanied by a support person, Security Guard Group will ensure that both parties are allowed to enter premises open to the public or other third parties with their support person. Security Guard Group will ensure the person is not prevented from having access to the support person while on our premises. A support person is an individual hired or chosen to accompany a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or access to products or services. The support person can be a paid Personal Support Worker, volunteer, friend or a family member.



Notification of Disruption in Services:

In the event of a planned disruption in services, Security Guard Group will provide persons with such notice in advance. Notice will be posted in accessible formats at public premises in a conspicuous place or by other reasonable method, as appropriate.

Service Disruption Notification or unavailability will include:

- i. Reasons for disruption;
- ii. Anticipated duration;
- iii. A description of alternative services or options;
- iv. When disruptions occur the Association will provide notice by posting these notices on Security Guard Group premises.

Feedback

Security Guard Group accepts feedback from persons with disabilities on how their needs were met and responds to their feedback, where required.

- i. Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve Security Guard Group's services. Where possible, complaints will be addressed immediately. However, some complaints may require more efforts to address and must be reviewed for action.
- ii. Feedback forms along with alternative methods of providing feedback such as verbally, in person, by telephone, or written will be available upon request. If one method is not suitable, request for another method is accepted.

Requests regarding feedback methods can be made to:

Security Guard Group Limited
Attn: Human Resources Department
759 Hyde Park Road, Unit#154
London, Ontario
N6H 3S2
Telephone: (226) 268.8319
Website: www.securityguardgroup.ca

Emergency Situations:

- i. Security Guard Group will provide individualized workplace emergency response information to employees who have disability, if the disability is such that individualized



- information is necessary and Security Guard Group is aware of the need for accommodation due to the employee's disability.
- ii. If Security Guard Group personnel receive individualized workplace emergency response information and require assistance, with the employee's consent, Security Guard Group will provide the emergency response information. Security Guard Group will provide emergency information as soon as practicable after becoming aware of the need for accommodation due to the employee's disability.
 - iii. The Human Resources Department will maintain on file individual employee emergency assistance requirements to evacuate the building.

Alternative Formats

All documents required by the Accessibility for Customer Service, including Security Guard Group's Accessible Policies & Procedures, notices of temporary disruptions, training records and written feedback processes are available upon request, subject to the Freedom of Information and Protection of Privacy Act. When providing these documents to a person with a disability, Security Guard Group will provide the document or the information contained within the document, in a format that takes the person's disability into account. Requests can be made to the Security Guard Group's office. In the case where documents in alternate formats are needed, Security Guard Group may contact Service Ontario Publications to handle requests for alternate format publication using a list of alternate format providers.

Additional Information

For more information regarding A.O.D.A. Customer Service Standards, please contact:

Accessibility for Ontarians with Disabilities Act (AODA) Contact Centre (Service Ontario)

Toll Free: 1.866.515.2025

TTY: 416.325.3408/ Toll Free: 1.800.268.7095

Fax: 416.325.3407

Website: www.AccessON.ca or www.mcsc.gov.on.ca

Ontario Human Rights Code

The Ontario Human Rights Code guarantees that every person has a right to equal treatment with respect to services, goods, facilities and employment.

Security Guard Group is committed to principles of workplace diversity and social inclusion and will continue to develop and implement workplace diversity and social inclusion principles across all of its policies, procedures, and decisions. For more information regarding Security Guard Group's response to Harassment and Discrimination complaints can be found in Security Guard Group's Harassment Policies and Procedures.



Created: July 21, 2020

SECURITY GUARD GROUP LIMITED

Revised: July 21, 2020

Accessibility for Ontarians with Disabilities Act

Customer Service Accessibility Standard Training Manual



SECURITY GUARD GROUP

*The Accessibility of Ontarians with Disabilities Act,
2005 (AODA)*



AODA Training Manual – Welcome!

Welcome to the Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Training. Security Guard Group will ensure all of our programs and services are accessible to everyone in the community. Our goal is to ensure all Security Guard Group's personnel have the required training mandated under the Accessibility of Ontarians with Disabilities Act, 2005 (AODA). And provide training on how to deliver the customer service standards.

- i. Understand the purpose of AODA and the required customer service standards;
- ii. How to interact and communicate with people with various types of disabilities;
- iii. How to interact with people with disabilities who use assistive devices, service animal or a support person;
- iv. How to use equipment or assistive devices available on your premises;
- v. What to do if a person with a particular disability is having difficulty accessing Security Guard Group's services;
- vi. Understand Security Guard Group's customer service standard policies, practices and procedures governing the provisions of goods and services to people with disabilities.

Legislation Overview

The Accessibility Standard for Customer Service, Ontario Regulation 429/07 is a law in Ontario with the purpose of developing, implementing and mandating accessibility standards in order to achieve accessibility for persons with disabilities, with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises. The Customer Service standard is simply about understanding that customers with disabilities may have different needs and finding the best way to help them access Security Guard Group's services.

Facts about disabilities:

- In 2026 approximately 16% of people in Canada will have a disability
- As of the publication date of this Training Manual, approximately 1.8 million Ontarians have a disability (15.5%) of our population
- This number will increase as our population ages

The definition of Disability by AODA:

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, and degree of paralysis, amputation, lack of physical coordination, 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 or;

- i. A condition or mental impairment or a development disability, or;
- ii. A learning disability, or a dysfunction in one or more of the process involved in understanding or using symbols or spoken language, or
- iii. A mental disorder, or an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).

Accessibility standards will set requirements in a number of other key areas and will be reviewed at least every five years. Whenever new or revised standards are developed under the AODA, Security Guard Group will review and update this policy as necessary to ensure consistency.

No More Boundaries (YouTube)

Link: https://www.youtube.com/watch?feature=player_embedded&v=oz0zU_cQbFg

Understanding Persons with Disabilities

Objectives:

- Recognize different barriers faced by persons with disabilities and their specific needs;
- Learn how to interact with people with disabilities;
- Respond appropriately to a customer with a disability

Understanding Different Types of Disabilities

- i. **Vision Loss:** The person may have partial vision, so don’t assume that they cannot see you. Give clear and precise verbal directions. Avoid saying “over there”, or using gestures as directions.
- ii. **Hearing Loss:** Don’t shout; ask “how can I help?” You might need an alternative form of communication. You may need to conduct your conversations in writing using pen and paper. Make sure the person can see your full face in order to help with lip reading.
- iii. **Deaf-Blind:** Don’t assume a deaf-blind person has no vision or hearing. Not all vision or hearing loss is complete. Identify yourself to the person’s intervener when you initially approach the person, but then speak directly to the person who is deaf-blind.
- iv. **Mental Health Disabilities:** Include anxiety disorders (phobias, panic disorders, obsessive-compulsive disorders) and mood disorders (depression, bi-polar), as well as



- schizophrenia. You likely won't know that the person has a mental health disability unless you are informed of it. Usually it will not affect your interaction, however in some cases, it may and you should be prepared for this possibility. Remain patient. Allow the person the time to process information and get their message across. If the person appears to be in crisis, ask them how you can best help them.
- v. **Speech and Language Impairment:** Be patient if they speak slowly or with a stutter. It is insulting for the person if you cut them off to complete their sentences. Ask closed questions that can be answered with a "yes" or "no". Don't assume a person with speech impairment must also have a developmental disability.
 - vi. **Intellectual or Developmental Disabilities:** Provide information in manageable chunks. Don't overwhelm the person with too many details at once. Confirm that the person understands what you have said by having them repeat what you have said back to you in their own words.
 - vii. **Learning Disabilities:** Allow the person the extra time they need to process the information you have given them. It may take them longer to respond to you. Remain patient and be ready to repeat explanations if necessary.
 - viii. **Physical/Mobility Disabilities:** Ask before you offer help. Persons with physical disabilities will have their own ways of doing things. Make sure that person with the physical disability is aware of the accessible features available to them (automatic doors, accessible washrooms, elevators, etc.).
 - ix. **Sensory Disability:** A person with a smelling disability or hypersensitivity to outdoors and smells may have allergies or may be unable to identify dangerous gases, smoke, fumes, and spoiled food. A person with touch disabilities could have numbness and the inability to feel sensations.

Service Animal Guidelines:

- Speak directly to your person, not their interpreter or support person. Speak normally-not slowly and loudly
- Do not touch or speak to service animals. They are not pets, they are "on the job" and need to be left alone to focus.
- Treat any assistive device the person may be using as part of their physical space and be respectful of it.



Derogatory Terminologies:

Instead of	Use
➤ Visual Impaired	Person with impairment
➤ Confined to Wheelchair	Person who uses a wheelchair
➤ Cripple, cripples, lame	Person with mobility impairment
➤ The Deaf	Person who is deaf
➤ Hearing Impaired	Person who is hard of hearing
➤ Handicapped	Person with disability
➤ Handicapped parking	Accessible Parking
➤ Handicapped bathrooms	Accessible bathrooms
➤ Mentally retarded	Person with an intellectual disability

Customers Service for Persons with Disabilities

Ensure that all persons receive the same value and quality. Remember to treat all people with disabilities the like you would treat everyone else.

Remember to **T-A-L-K** with them;

- Take the time to make a general offer of assistance at the beginning. Learn and understand the needs and requirements of persons with disabilities when they enter your office or service centre. They have the same needs as persons that do not have disabilities.
- Ask, don't assume. Never assist unless asked to, as you would with a person without a disability, unless it is a clear emergency.
- Listen attentively and speak directly to the persons who have a disability, instead of their companion/attendant.
- Know the accommodations and special services available-be knowledgeable about services that are available in your immediate area and in your community. Remember to ask "May I help you". These are four easy words that convey a great message.

Definition of Barriers

Barriers anything that stops a person with a disability from accessing a service or standard of service available to others or anything that makes it difficult for them to take part in society.



Barriers could be:

- Physical or architectural-can include poor lighting, cluttered aisles, counters too high, inaccessible floor displays;
- Information or communication can include small print, websites, understanding signs or directions, complicated fonts;
- Attitudinal-are those that discriminate against people with disabilities. E.g. thinking that people with disabilities are inferior or assuming that a person who has a speech impairment can't understand you;
- Technological-posting documents on websites that cannot be accessed or viewed by people with visual disabilities who are using screen readers;
- Policy or practice-make sure policies and procedures focus on treating everyone fairly.

Impairments:

A reduction in physical or mental function as a result of a medical condition. The medical condition could be caused by an injury, disease or other disorder.

Persons with Service Animal

- ✓ Remember that a service animal is not a pet. It is a working animal.
- ✓ Avoid touching or addressing service animals- they are working and have to pay attention at all times.
- ✓ Avoid making assumptions about the animal. Not all service animals wear special collars or harnesses. If you are not sure if the animal is a pet or a service animal, ask the person.
- ✓ Remember your customer is responsible for the care and supervision of their service animal.

Support Persons

If a person with a disability is accompanied by a support person, Security Guard Group will ensure that both parties are allowed to enter premises open to the public.

Interacting with disabled persons who have Support Person

A person with a disability might not introduce their support person. Take your lead from the person using or requesting your services. Speak directly to the person not to their support person.



Assistive Devices

Definition of an assistive device

An assistive device is a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting. It helps the person to maintain their independence at home, at work and in the community.

Interaction methods for persons using assistive device(s)

- Many persons with disabilities will have their own personal assistive devices, such as wheelchairs, scooters or walkers. Don't touch or handle an assistive device without permission.
- If you have permission to move a person in a wheelchair remember to:
 - Wait for and follow the person's instructions;
 - Confirm that the person is ready to move;
 - Describe what you are going to do before you do it;
 - Don't leave the person in an awkward, dangerous or undignified position such as facing a wall or in the path of opening doors.
 - Let the person know about accessible features in the immediate environment (E.g. automatic doors, accessible washrooms).

Dealing with Difficult Situations

R-E-A-C-H

R-Recognize: the situation

E-Evaluate: the situation

A-Approach: the situation with the right attitude

C-Control: the situation

H-Help: the customer

- Create a positive atmosphere for persons with disabilities;
- Respect their dignity and independence;
- Ensure an equal opportunity to that given to other to obtain goods and services;
- Allow persons with a disability to benefit from the same services, in the same place, and in a similar way to other persons.



Placing Bell Relay Service Call



Telecommunications Relay Service, also known as TRS, Relay Service, or IP-Relay, or Web-based relay services, is an operator service that allows people who are deaf, hard of hearing, speech disables or deaf-blind to place calls to standard telephone users via keyboard or assistive device. You can find out more about this service at: www.bell.ca/specialneeds

- I. Phone the Relay Service number (1-800-855-0511).
- II. Tell the operator your name, the name of the person you are calling and the number you wish to reach.
- III. The operator will make the call for you. You speak to the operator as if you were talking directly to the person you are calling. For example, say “Hi, How are you doing?” Do not say “Tell him/her I say hello”.
- IV. Remember to say “Go Ahead” when you finish speaking, so the person on the other end will know it is their turn to speak.
- V. If you normally speak very quickly, the operator may ask you to speak more slowly so your message can be typed while you are speaking. There will be a brief silences as the operator types to the TTY user and the user replies.

SECURITY GUARD GROUP CUSTOMER SERVICE POLICIES AND PROCEDURES

Purpose

The purpose of this document is to become compliant with Ontario Regulation 429/07 for the purpose of developing, implementing and mandating accessibility standards in order to achieve



accessibility for persons with disabilities. Security Guard Group will ensure all of our services are accessible to everyone with respect to products, services, facilities, accommodations, employment, buildings, structures and premises.

This document will be revised at least every five (5) years. Any revisions, development of new procedures or policies will be updated as necessary to ensure consistency.

Application

This document applies to all Security Guard Group's employees who deal with members of the public or employees who participate in implementing and developing the policies and procedures outlined in this document.

Our Statement & Policies

Definitions

Disability: A disability as defined by AODA is:

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, and degree of paralysis, amputation, lack of physical coordination 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 or; reliance on a guide dog or on a wheelchair or other remedial appliance or device;

- e- A condition or mental impairment or a development disability, or;
- f- A learning disability, or a dysfunction in one or more of the process involved in understanding or using symbols or spoken language, or;
- g- A mental disorder, or
- h- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; ("handicap").

Security Guard Group is committed to building on a culture that embraces diversity and strives to provide services in a way that respects the dignity and independence of persons with disabilities. Security Guard Group is also committed to ensuring that persons with disabilities receive accessible services with the same quality and timelines as others do.

The AODA details specific requirements and standards for accessibility in Ontario. Security Guard Group 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:



- v. Ensuring persons receive the same value and quality of service;
- vi. Using alternative methods when possible to ensure that persons with disabilities have access to the same services in the same manner;
- vii. Taking into account individual needs when providing services;
- viii. Communicating in a manner that takes into account the person's disability.

Dignity: Goods and services are provided in a manner that is respectful to persons with a disability and does not diminish the person's importance.

Independence: Accommodating a person's disability by respecting their right to do for themselves and to choose the way they wish to receive goods and services.

Integration: Persons with disabilities can access all services and products. They may require alternative formats and flexible approaches. It means inclusiveness and full participation. This is a fundamental human right.

Equal opportunity: Services and products are provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others.

Security Guard Group is committed to excellence in serving all persons including people with disabilities and will carry out responsibilities under the Accessibility for Ontarians with Disabilities Act, (2005) in the following areas:

- 9) Communication
- 10) Training
- 11) Assistive Devices
- 12) Service Animals
- 13) Support Persons
- 14) Notification of Disruption in Services
- 15) Feedback
- 16) Emergency Situations

Responsibilities

All Senior Managers and Guards in a Supervisory role shall:

- iv. Monitor and support guards implementing this document;
- v. Facilitate the use by persons with disabilities of their personal assistive devices, service animals; allow access for their support persons as outlined below when accessing Security Guard Group premises open to the public;
- vi. Respond to feedback including accessibility related issues or concerns as outlined below.

All other employees shall:



- iii. Participate in required online AODA training which is free of charge by the following this link: <https://www.aoda.ca/free-online-training/>
- iv. Support the implementation of this document by providing service in a manner that respects the dignity and independence of persons with disabilities, including permitting the use of assistive devices, service animal and support persons as outlined below

The Human Resources Department shall ensure that process are put in place to:

- vi. Identify training needs for Security Guard Group;
- vii. Ensure mechanisms are in place to support manager and supervisors in implementing accessibility;
- viii. File Accessibility Customer Service report with the Government of Ontario
- ix. Ensure Security Guard Group's policies, practices, and procedures related to AODA are available to any person upon request;
- x. Ensure training records are maintained under each employee file.

Procedures

We are committed to excellence in serving everyone including persons with disabilities and our responsibilities will include:

Communication: All Security Guard Group employees will communicate with people in ways to take into account their disability.

Security Guard Group will provide training to managers, supervisors and security guards whose duties involve interaction with the public or other third parties.

Training: Security Guard Group will provide training to all employees who participate in the development of organization's policies and other persons who provide products, services or facilities on behalf of Security Guard Group. New employees will undertake training as part of their employment qualification and this training can be accessed via the link provided above. See "All other employees shall". Employees will also be required to retake the training when changes are made to these policies, practices and procedures.

As reflected in the Ontario regulation 429/07, training will cover the following:

- iv. A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005; the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07;
- v. Instructions on how to interact and communicate with people with various types of disabilities;
- vi. Instructions on how to interact with people with disabilities who;
 - a. Use assistive devices;



- b. Require the assistance of a guide dog, service dog or other service animal, or
- c. Require the use of support person.
- d. Instructions on how to use equipment or devices that are available that we provide that may help people with disabilities;
- e. Instructions on what to do if a person with a disability is having difficulty accessing your services;
- f. Instructions on Security Guard Group's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Record of Training: Records will be maintained on employee file indicating the date and training provided.

Definition:

Assistive Devices: is any device that helps a person with disability to do everyday tasks and activities. Assistive devices include digital audio players, hearing aids, teletypewriter (TTY) for people unable to speak or hear by phone, mobility devices (such as scooters, walkers or crutches, or white canes, oxygen tanks), and speech generating devices.

Note: Bell provides Relay Service from any phone for free (1-800-855-0511).

Security Guard Group is committed to serving people with disabilities, who may provide their own assistive device to obtain, to use or benefit from Security Guard Group's services.

Security Guard Group will ensure that employees are trained and familiar with various assistive devices that may be used by persons with disabilities while accessing our services. In the event where the assistive device presents concern or when accessibility might be an issue, other reasonable measures to assist the person in obtaining, using and benefiting from Security Guard Group's services.

Guide Dog: is a highly trained working dog that has been trained at one of the facilities listed in the Ontario regulation 58 under Blind Rights Act, to provide mobility, safety and increased independence for people who are blind.

Service Animal: as reflected in Ontario regulation 429/07 indicates that an animal is a service animal for a person with disability if;

- c- It is readily apparent that the animal is used by the person for reasons related to their disability, or
- d- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to disability.

Service Dog: As reflected in Health Protection and Promotion Act, Ontario regulation 562 a dog other than a guide dog for the blind is a Service Dog if;



- c- It is readily apparent to an average person that the dog functions as a service dog for a person with a mental disability; or
- d- The person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

A person with a disability that is accompanied by a guide dog, service animal or service dog may bring their service animal on the parts of our premises that are open to the public unless otherwise excluded by law. Should the animal be excluded from the premises by law, Security Guard Group will ensure that other reasonable measures are available to enable the person with the disability to obtain services. If it is not apparent that the animal is being used by the person for reasons relating to his or her disability, Security Guard Group may request verification.

The person that is accompanied by the guide dog, service dog or service animal is responsible for maintaining care and control of the animal at all times.

Support Person: As mentioned in Regulation 427/07, a support person means in relation to a person with a disability, another person who accompanies him or her in order to help with the communication, mobility, personal care, medical needs or access to Security Guard Group's services.

If a person with a disability is accompanied by a support person, Security Guard Group will ensure that both parties are allowed to enter premises open to the public or other third parties with their support person. Security Guard Group will ensure the person is not prevented from having access to the support person while on our premises. A support person is an individual hired or chosen to accompany a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or access to products or services. The support person can be a paid Personal Support Worker, volunteer, friend or a family member.

Notification of Disruption in Services:

In the event of a planned disruption in services, Security Guard Group will provide persons with such notice in advance. Notice will be posted in accessible formats at public premises in a conspicuous place or by other reasonable method, as appropriate.

Service Disruption Notification or unavailability will include:

- v. Reasons for disruption;
- vi. Anticipated duration;
- vii. A description of alternative services or options;



- viii. When disruptions occur the Association will provide notice by posting these notices on Security Guard Group premises.

Feedback

Security Guard Group accepts feedback from persons with disabilities on how their needs were met and responds to their feedback, where required.

- iii. Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve Security Guard Group's services. Where possible, complaints will be addressed immediately. However, some complaints may require more efforts to address and must be reviewed for action.
- iv. Feedback forms along with alternative methods of providing feedback such as verbally, in person, by telephone, or written will be available upon request. If one method is not suitable, request for another method is accepted.

Requests regarding feedback methods can be made to:

Security Guard Group Limited
Attn: Human Resources Department
759 Hyde Park Road, Unit#154
London, Ontario
N6H 3S2
Telephone: (226) 268.8319
Website: www.securityguardgroup.ca

Emergency Situations:

- iv. Security Guard Group will provide individualized workplace emergency response information to employees who have disability, if the disability is such that individualized information is necessary and Security Guard Group is aware of the need for accommodation due to the employee's disability.
- v. If Security Guard Group personnel receive individualized workplace emergency response information and require assistance, with the employee's consent, Security Guard Group will provide the emergency response information. Security Guard Group will provide emergency information as soon as practicable after becoming aware of the need for accommodation due to the employee's disability.
- vi. The Human Resources Department will maintain on file individual employee emergency assistance requirements to evacuate the building.

Alternative Formats



All documents required by the Accessibility for Customer Service, including Security Guard Group's Accessible Policies & Procedures, notices of temporary disruptions, training records and written feedback processes are available upon request, subject to the Freedom of Information and Protection of Privacy Act. When providing these documents to a person with a disability, Security Guard Group will provide the document or the information contained within the document, in a format that takes the person's disability into account. Requests can be made to the Security Guard Group's office. In the case where documents in alternate formats are needed, Security Guard Group may contact Service Ontario Publications to handle requests for alternate format publication using a list of alternate format providers.

Additional Information

For more information regarding A.O.D.A. Customer Service Standards, please contact:

Accessibility for Ontarians with Disabilities Act (AODA) Contact Centre (Service Ontario)

Toll Free: 1.866.515.2025

TTY: 416.325.3408/ Toll Free: 1.800.268.7095

Fax: 416.325.3407

Website: www.AccessON.ca or www.mcass.gov.on.ca

Ontario Human Rights Code

The Ontario Human Rights Code guarantees that every person has a right to equal treatment with respect to services, goods, facilities and employment.

Security Guard Group is committed to principles of workplace diversity and social inclusion and will continue to develop and implement workplace diversity and social inclusion principles across all of its policies, procedures, and decisions. For more information regarding Security Guard Group's response to Harassment and Discrimination complaints can be found in Security Guard Group's Harassment Policies and Procedures.

WE WANT YOUR FEEDBACK



SECURITY GUARD GROUP

- **Security Guard Group Limited is committed to building on a culture that embraces diversity and providing services that are accessible to all.**
- **Security Guard Group Limited will ensure that its policies, practices and procedures are consistent with the Accessibility Customer Services principles of dignity, independence, integration and equal opportunity.**
- **Your guide dog, service animal or support person are welcome to visit Security Guard Group's locations open to the public.**
- **If for any reason we have an interruption in our service, we will provide reasonable notice wherever possible.**
- **Security Guard Group's personnel are trained to provide services and products to persons with disabilities.**
- **If you need our publications in different format, just ask Security Guard Group's Management**



THANK YOU for taking the time to share your feedback with Security Guard Group Limited

Your comments are important because we strive to improve accessibility for persons with disabilities.

Submit this form to Security Guard Group Limited or mail it to Human Resources Department (See address below).

Address of the office you visited: _____

Date of visit: ____/____/_____

What services were you looking for? _____

Was our service provided to you in an accessible manner? _____

What can Security Guard Group do to make your access easier to our services or products? _____

Additional Comments: _____

Would you like to be contacted? No, I do not need to be contacted. Yes, Contact me by:

Mail Phone E-mail

Only complete the following if you wish to receive a reply:

First & Last Name: _____

Full Address: _____

Phone Number: ()

E-mail: _____

Privacy Statement: Security Guard Group Limited is collecting this information in order to respond to your feedback. If you have questions regarding the collection, use or disclosure of your personal information, please contact Security Guard Group's Head Office



IN CASE OF EMERGENCY

If you require assistance to evacuate the building at your assigned site please contact your supervisor or SGG’s Management. The Accessibility for Ontarians with Disabilities integrated Standard states that:

Workplace emergency response information:

27. (1) every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee’s disability

(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee’s consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.

(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee’s disability.

(4) Every employer shall review the individualized workplace emergency response information,
(a) When the employee moves to a different location in the organization;
(b) When the employee’s overall accommodations needs or plans are reviewed; and
(c) When the employer reviews its general emergency response policies.

(5) Every employer shall meet the requirements of this section by January 1, 2012.

Yes, I may need some assistance in evacuating the building or coping with workplace emergency.

No, I do not need assistance in evacuating the building or coping with a workplace emergency.

Name (must be legible)

Date (MMM/DD/YYYY)

Please forward this acknowledgement to your **Supervisor** or the **Head Office** a copy will be maintained in your employee file.