
		<b>SGW</b>			
<b>Statement of Policy and Procedure</b>					
Chapter:	Superior Glove Works		Document No.	SGW 5.1	
Section:	Human Rights and Accommodation		Revision:	002	
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**1 POLICY**

1.01 Superior Glove Works Ltd. (SGW) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

1.02 SGW will make every reasonable effort to promote accessibility through the development of policies, procedures, and practice that address integration, independence, dignity and equal opportunity by promoting inclusive practices and exploring accommodation for persons and/or groups who request it. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario’s accessibility laws.

**2 PURPOSE**

2.01 The purpose of this policy is to meet the requirements of the Accessibility Standards for Customer Service, under the Accessibility for Ontarian’s with Disabilities Act, 2005.

**3 SCOPE**

3.01 This policy applies to making customer service operations accessible to people with disabilities.



**4 RESPONSIBILITY**

4.01 **The Department Lead** is responsible for managing the accommodation process by individually assessing requests in good faith, considering all options, and documenting, monitoring and evaluating service and facility accommodation solutions.

4.02 **Human Resources** is responsible for providing appropriate training to all persons dealing with members of the public, advice to support management in the assessment and implementation of accommodation, and ensuring accommodation is incorporated into human resources policies, processes, practices, etc.

**5 DEFINITIONS**

5.01 **Accessibility:**  
The term accessibility means giving people of all abilities opportunities to participate fully in everyday life. It is used to describe how widely a service, product, device, or environment is available to as many people as possible. Accessibility can be seen as the

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ability to access and benefit from a system, service, product or environment.

**5.02 Disability:**

Ontario's accessibility law adopts the definition for disability that is in the Ontario Human Rights Code. It defines disability broadly:

- "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,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- 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."

**5.03 Support Person:**

Support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.



**5.04 Service Animal:**

For the purpose of this policy, a 'service animal' is defined as either:

- 1) A "guide dog," as defined in section 1 of the Blind Persons Rights' Act; or
- 2) A "service animal" for a person with a disability. For the purpose of this policy, an animal is a service animal for a person with a disability,
  - a) if it is readily apparent that the animal is used by the person for the reasons relating to his or her 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 the disability.

**6 REFERENCE and RELATED STATEMENTS of POLICY and PROCEDURE**

AODA

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## 7 PROCEDURE

### 7.01 Communication

SGW employees will communicate with people with disabilities in manner that takes into account their disability, working with them to determine what method of communication works is effective for them.

### 7.02 Assistive Devices

SGW will allow people with disabilities to use their personal assistive devices to obtain, use or benefit from the services offered by SGW

### 7.03 Service Animals

SGW will allow people with disabilities and their service animals on company-owned and operated facilities that are open to the public and will ensure that the person is permitted to keep the animal with them unless the animal is otherwise excluded by law.

### 7.04 Support Persons

SGW will allow people with disabilities who require to be accompanied by a support person in all company-owned and operated facilities that are open to the public. SGW reserves the right to request the person with a disability be accompanied by a support person, in the event that it is considered necessary to protect the health and safety of the person with a disability or others on the premises.



### 7.05 Service disruption

Notice will be provided when facilities or services that people with disabilities rely on to access SGW services are temporarily disrupted. This notice will be clearly posted on company premises as well as on the SGW website and will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

### 7.06 Training

SGW is committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. SGW shall ensure the following people receive accessible customer service training:

- (a) Every person who deals with members of the public or other third parties on behalf of the Company, whether the person does so as an employee, agent, volunteer or otherwise.

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- (b) Every person who participates in developing the Company’s policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.

The training will include a review of the purposes of the OADA and the requirements of this policy and instruction about the following matters:

- (a) How to interact and communicate with people with various types of disabilities.
- (b) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person, as outlined in this policy document.
- (c) How to use equipment or devices available on the provider’s premises or otherwise that may help with providing goods, services or facilities to people with disabilities, including what to do if a person with a disability is having difficulty in accessing the Company’s goods, services or facilities.
- (d) Staff will also be trained when changes are made to our accessible customer service policies.



SGW will log and retain records which will record the details of the training provided, as well as the name of the person, location, and date the training was completed. SGW will customize the training going forward, based on the actual experiences of the people with disability in SGW owned or operated facilities.

#### 7.07 Feedback Process

SGW will establish a feedback process to allow people to provide feedback on how we are providing services to persons with disabilities. SGW will provide accessible formats and communication supports, on request.

Should a customer wish to make a complaint or suggestion regarding the service they have received:

- i. The customer should have a discussion with the staff person at SGW who is involved in the situation.
- ii. Should the discussion not resolve the complaint, or the customer is uncomfortable discussing the issue with the staff person, the customer should request and fill out the Suggestion Form (Appendix B). A staff person can assist the customer with the Suggestion Form in a manner that takes into consideration their disability.
- iii. The Suggestion Form should be forwarded to Department Lead.
- iv. The Department Lead will attempt to resolve the complaint in a timely manner, with the assistance of the Office Manager.

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- v. The customer will be notified in a timely manner of how SGW will proceed with their suggestion or once a resolution has been reached.

### 7.08 Employment

SGW will notify employees, potential hires and the public that accommodations can be made during recruitment, hiring and employment, with a process to develop individual accommodation plans for employees.

Where needed, SGW will also provide customized emergency information to help an employee with a disability during an emergency.

### 7.09 Format of documents

Should a customer require an alternative format of a document, they should request and fill out the Request Form (Appendix A), indicating the format they wish to receive. The form should be submitted to a staff member who will be required to submit it to their Department Lead.

Material printed in-house and publications produced on behalf of SGW should contain a note indicating, "Alternate formats are available upon request" and include relevant contact information.

SGW and the person with a disability will try to agree upon the format to be used for the document or information, subject to feasibility requirements of this policy.

## 8 ATTACHMENTS

Alternative Format Request Form – Appendix A

Suggestion Form – Appendix B

### Revisions

Date	Revision Number	Summary of Revision	Approval Signature
October 28, 2015	0.0	Original Issue	