

## Intent

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 goods and services provided by Cornerstone Courier Inc. shall follow the principles of dignity, independence, integration and equal opportunity.

## Definitions

**Assistive Device** – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank, things that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

**Disability** – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- 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 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.

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

**Service Animal** – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability 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.

**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:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or 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.

**Support Person** – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

## General Principles

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

- A. The Provision of Goods and Services to Persons with Disabilities;
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions

- F. Customer Feedback
- G. Training
- H. Accommodations for employees and staff
- I. Equal Employment Opportunities

A. **The Provision of Goods and Services to Persons with Disabilities**

Cornerstone Courier 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 this does not present a safety risk;
- 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.

B. **Assistive Devices**

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Cornerstone Courier Inc. 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 goods and services.

C. **Guide Dogs, Service Animals and Service Dogs**

A customer with a disability that is accompanied by a guide dog, service animal or service dog will be allowed access to our premises that are open to the public unless otherwise excluded by law.

D. **Support Persons**

If a customer with a disability is accompanied by a support person, Cornerstone Courier will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

E. **Notice of Disruptions in Service**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Cornerstone Courier. In the event of any temporary disruptions to facilities or services that customer's with disabilities rely on to access Cornerstone's services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption and anticipated duration
- a description of alternative services or options

F. **Customer Feedback**

Customers are invited to provide feedback through the company website, e-mail, postal delivery, fax, telephone or in person. All feedback received from the public regarding the accessibility of services will be provided to all relevant staff members who will take appropriate action as needed, as soon as possible.

G. **Training**

Cornerstone Courier is committed to training staff on Ontario's accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the needs of employees and staff persons.

H. **Accommodations for Employees and Staff**

Cornerstone Courier will work with staff and employees with disabilities to prevent and remove accessibility barriers to accommodate their needs to the degree that this is plausible (to the point of undue hardship).

I. **Equal Employment Opportunities**

It is the policy of Cornerstone Courier to make decisions on hiring, promotion, job assignment and training on the basis of qualifications, ability and performance. Cornerstone Courier is committed to providing equal opportunity for all qualified employees and applicants for employment without regard for race, religion, colour, sex, age, disability, national origin, marital or any other grounds specified in provincial statutes.