



Ontario Accessibility

Revision 1

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1.0 PURPOSE

- 1.1 This procedure communicates the company’s obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). These accessibility standards do not substitute or limit Acuren’s obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.
- 1.2 Acuren Inc. is committed to excellence in serving all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

2.0 SCOPE OF THE POLICY

- 2.1 This procedure applies to all employees, contractors, customers and members of the public and defines the manner in which Acuren Inc. provides goods and services to customers and the public.

3.0 DEFINITIONS

- 3.1 “Assistive Devices” are auxiliary aids such as communications aids, cognition aids, personal mobility aids and medical aids (e.g. canes, crutches, wheelchairs or hearing aids).
- 3.2 “Disability” as per the Ontario Human Rights Code, means:
 - 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.
- 3.3 For the purposes of this policy only, “Employees” means every person who deals with members of the public or other third parties on behalf of Acuren Inc. whether the person does so as an employee, agent, intern, volunteer or otherwise.
- 3.4 “Persons with Disabilities” are individuals who have a disability as defined under the Ontario Human Rights Code

- 3.5 “Support Persons” are any person, whether a paid professional, volunteer, family member, or friend, who accompany a person with a disability in order to help with communications, personal care or medical needs, while accessing goods or services.
- 3.6 “Service Animals” are animals individually trained to do work or perform tasks for the benefit of a person with a disability.

4.0 PROVIDING GOODS AND SERVICES TO PERSONS WITH DISABILITIES

4.1 Acuren Inc. is committed to excellence in serving all clients, including persons with disabilities. In particular:

a) Communication

- Acuren Inc. will communicate with persons with disabilities in ways that take into account their disability. Acuren Inc. will train employees who communicate with clients as to how to most effectively interact and communicate with persons with various types of disabilities.

b) Telephone services

- Acuren Inc. is committed to providing fully accessible telephone service to our clients. Acuren Inc. will train employees to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly. Acuren Inc. will offer to communicate with clients by e-mail, fax or letter if telephone communication is not suitable to their communication needs or is not available.

c) Assistive devices

- Acuren Inc. is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services. Acuren Inc. will ensure that our employees are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our goods or services.

d) Billing

- Acuren Inc. is committed to providing accessible invoices to all of our clients. For this reason, invoices may be requested in the following formats:
 - Hard copy, large print or e-mail
 - Verbal description of content in person or by telephone

5.0 USE OF SERVICE ANIMALS AND SUPPORT PERSONS

5.1 Acuren Inc. is committed to welcoming persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. Acuren Inc. will also ensure that all employees, volunteers and others dealing with

the public are properly trained on how to interact with persons with disabilities who are accompanied by a service animal.

- 5.2 Acuren Inc. is committed to welcoming persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Acuren Inc.'s premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. Permission will be obtained from the person with the disability prior to a discussion of a confidential nature taking place with the support person present.

6.0 NOTICE OF TEMPORARY DISRUPTION

- 6.1 Acuren Inc. will provide clients with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and reception counters on our premises.

7.0 TRAINING FOR EMPLOYEES

- 7.1 Acuren Inc. will provide training to all employees, volunteers and others who regularly deal with the public or other third parties on their behalf, and all those who are involved in the development and approval of customer service policies, practices and procedures.
- 7.2 Training will include the following:
- a) The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
 - b) How to interact and communicate with persons with various types of disabilities;
 - c) How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
 - d) How to offer assistance if a person with a disability is having difficulty in accessing Acuren Inc.'s goods and services; and
 - e) Review of Acuren Inc.'s policies, practices and procedures relating to the customer service standard.

Employees will be trained on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures. New employees will also be provided with such training upon hire.

8.0 FEEDBACK PROCESS

- 8.1 The ultimate goal of Acuren Inc. is to meet or surpass customer expectations while serving all customers, including people with disabilities. Comments on our services relating to how well those expectations are being met are welcome and appreciated.
- 8.2 An accessible feedback process permits feedback to be given through multiple methods. Acuren Inc. is pleased to provide accessible formats and communication support for its feedback processes to persons with disabilities upon request.
- 8.3 Members of the Public and Customers may provide feedback on the way Acuren provides goods, services or facilities to people with disabilities, to Acuren Inc. via the methods provided below:
- a) In Person: 2190 Speers Road, Oakville, ON L6L 2X8
 - b) Toll free: 1-877-299-2857
 - c) Mail: Human Resources Department, 2190 Speers Road, Oakville, ON L6L 2X8
 - d) Email: hr@acuren.com
 - e) Website: www.acuren.com/contactus
- 8.4 All feedback will be acknowledged within 7 business days. Complaints will be addressed according to particular needs.

9.0 NOTICE OF AVAILABILITY OF DOCUMENTS

- 9.1 Acuren Inc. will notify the public that documents related to accessible customer service, are available upon request by posting a notice on the company website, and on publicly accessible bulletin boards in regional offices.
- 9.2 Acuren Inc. will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

10.0 MODIFICATIONS TO POLICY

- 10.1 Acuren Inc. has customer service policies that are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities. No changes are made to these policies before first considering the impact on persons with disabilities.



11.0 QUESTIONS ABOUT THIS POLICY

- 11.1 This policy exists to achieve service excellence for all customers, including people with disabilities. If anyone has a question about the policy, or if the purpose of the policy is not understood, an explanation will be provided by Acuren Inc.'s Director of Human Resources.

Acuren Inc.
2190 Speers Rd
Oakville, Ontario, L6L 2X8
Toll-Free – 877-299-2857