

Serco Canada Inc.

Operations Management Procedure

Accessibility Standards for Customer Service

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This Procedure applies to:
This policy applies to all staff who are employed with Serco Canada Inc.'s Ontario DriveTest Centres and the Support Office who interacts with the public and other third parties.

Revision History

Rev.	Issue Date	Summary of Changes

As the information in this document is under continual development, users must ensure they have the most up to date version, available from the Serco Canada Inc. Canada Inc. QMS IT System. Unless otherwise indicated this document is deemed to be uncontrolled and is only valid on the date printed.

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1. PURPOSE

The purpose of this policy is to develop, implement, and enforce accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods and services.

Our Commitment

Serco Canada Inc. strives to provide goods and services in a respectful and accessible manner to all customers, including persons with disabilities. Persons with disabilities will benefit from the same services, in the same place, in a similar way, as other customers. It is the commitment of Serco Canada Inc. to provide equitable treatment, with respect to providing our goods and services without discrimination in accordance with the provisions of the Ontario Human Rights Code.

When providing our goods and services to a person with a disability, we are committed to following the guidelines under the Accessibility Standards for Customer Service which is Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005 and the four core principles of:

- **Dignity** – Service will be provided in a method that allows a person with a disability to maintain self-respect and the respect of others.
- **Independence** – An environment will be provided that allows a person with a disability to access our services without help from others.
- **Integration** – A person with a disability will be able to benefit from the same services as others. An alternative method will only be used when it is necessary to allow a person with a disability to access our goods and services. If we are unable to remove a barrier, we will offer other methods to provide services to people with disabilities, while maintaining these principles.
- **Equal Opportunity** – We will use methods to provide goods and services to persons with disabilities such that they have the same opportunity as others to access our goods and services.

2. SCOPE

All legislated changes impacting this policy will be reflected in Serco Canada Inc.'s policy through updates, on a continuing basis. The policy will be reviewed annually in accordance with applicable legislation. No changes will be made to this policy before considering the impact on people with disabilities.

This policy applies to all staff who are employed with Serco Canada Inc., Ontario DriveTest Centres and the Support Office who interacts with the public and other third parties.

3. REFERENCES

- This policy has been developed in accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities*

Act, 2005, S.O. 2005, c.11 (AODA). The regulation requires accessibility standards for customer service if the organization provides good or services to the public or other third parties.

- *Human Rights Code, R.S.O. 1990, c. H. 19*

4. DEFINITIONS

Disability – 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) a condition of mental impairment or a developmental disability,
- (b) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (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”)

Customer – people who receive goods or services from Serco Canada Inc.

Persons with Disabilities – Individuals who have a disability as defined under the Ontario Human Rights Code.

Barrier – Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy and/or a practice.

Accessible – accessibility is the degree to which a product, device, service, environment, or facility is usable by every persons, including persons with disabilities.

Goods and Services – The goods (i.e. documentation) and services provided by Serco Canada Inc.

Assistive Devices – a device used to assist a person with a disability in carrying out activities or in accessing the services of persons or organizations covered by the customer service standard. (i.e. canes, hearing aids, wheelchairs, etc.)

Service Animals – is an 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

Guide Dog – is dog trained as a guide for a blind person and has the qualifications prescribed by the regulations of the Blind Persons' Rights Act.

Support Person – is an individual hired or chosen by a person with a disability to accompany him or her in order to help with communication, mobility, personal care, medical needs or with access to goods or services.

Premises – includes the buildings, land or grounds where goods or services are provided.

Board of Advisors – will consist of incumbents from the following positions; Corporate Assurance Manager, Human Resources Manager, Operations/Training Manager, Operations Standards Manager, SGT/LLQP Program Manager and Chief of Staff.

LLQP - refers to the Life License Qualification Program

SGT – refers to Security Guard Testing

5. RESPONSIBILITIES

All Employees

It is the responsibility of all employees to comply with this policy and procedure and to complete the required training. All employees must also escalate any requests for accommodation and/or complaints that they are unable to respond to their Supervisor and/or Manager.

Supervisors

Supervisors are responsible for and must do the following:

- Be knowledgeable and comply with all related legislation
- Consult with the Regional Manager on customers' requests for accommodation, when required
- If possible, resolve customer complaints and escalate the complaint to the Board of Advisors, when required
- Ensure policies, practices, and procedures are consistent with core principles of the standard as set out in O. Reg. 429/07

Regional Managers and Support Office Managers

Regional Managers and Support Office Managers are responsible for and must do the following:

- Be knowledgeable and comply with all related legislation
- Assist the Supervisors with resolving customers' requests for accommodation and complaints

- Consult with the Board of Advisors when required.

Board of Advisors

- Be knowledgeable and comply with all related legislation
- Establish a process to provide feedback to employees on how goods or services are provided to customers with disabilities and to provide guidance on how employees must respond and take action
- Assist the Supervisors and Managers with resolving customers' requests for accommodation and complaints

SGT/LLQP Program Manager

- Be knowledgeable and comply with all related legislation
- Review, handle and approve all customers' request for accommodations
- Liaising with DriveTest Centres for accommodation of eligible candidates

Training Department

- Be knowledgeable and comply with all related legislation
- Provide training to all employees who interact with the public or other third parties as per O. Reg. 429/07, s. 6 and conduct refresher training every three (3) years.

6. PROCEDURE

1) Accommodation Needs

- All employees are required to escalate customer's accommodation requests and customer complaints **when required** to the appropriate parties as outlined under this policy.

2) Communication

DriveTest/SGT/LLQP

- All employees will communicate with a person with a disability in a manner that takes into account his or her disability and offer communication methods that are suitable to their communication needs (i.e. e-mail, telephone, or in-person, etc.)
- All employees who communicate with customers will be trained on how to address and communicate effectively and appropriately with persons with various types of disabilities as outlined in O. Reg. 429/07, s. 6.
- If communication is not suitable to the customers' needs, employees are responsible to offer an alternative form of communication that will take into consideration the customer's disability. If more information is required the customer will be directed to the following email address AODAAccommodationRequests@serco-des.ca

Assistive Devices

- Serco Canada Inc. is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from the goods and services that are offered. All employees will be trained on and familiar with various assistive devices that may be used by customers with disabilities while accessing all goods and services.
- It is the responsibility of the person with a disability to ensure that his or her own assistive device is operated in a safe manner at all times.

Use of Service Animals and Guide Dogs

- Serco Canada Inc. is committed to welcoming persons with disabilities accompanied by their guide dog or service animal in those areas of the company premises that are open to the public and other third parties, unless the animal is otherwise excluded by another law. Service animals and guide dogs are not permitted in the vehicles as per the Ministry of Transportation Ontario policies.
- If the animal is excluded by law, Serco Canada Inc., where applicable, will offer alternative methods to enable the person with a disability to access goods and services.
- All employees will be trained on the different types of service animals, as well as how to properly interact with individuals using service animals.

Support Persons

- Serco Canada Inc. is committed to welcoming persons with disabilities who are accompanied by a support person. A person with a disability will be allowed to enter Company premises that are open to the public or third parties 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 the premises. Support persons would not be permitted in the vehicles during a road test as per the Ministry of Transportation Ontario policies. Support persons are able to assist the individual to get into the vehicle.
- Serco Canada Inc. will require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

3) Testing Accessibility

Drive Test/SGT/LLQP

- Serco Canada Inc. is committed to serving persons with disabilities and as such each DriveTest Centre location will be equipped with a designated wheelchair accessible station for the knowledge testing area.

- For vision testing, screens can be moved as required, by simply unplugging the device and moving it into the desired location. Cameras can also be adjusted, if needed, by simply moving the device to the desired height.
- Alternative Testing Formats: Serco Canada Inc. is committed to serving persons with disabilities and as such offers alternative testing formats as well as additional material, if required.
- Serco Canada Inc. is committed to ensuring that individuals requiring medical accommodations during their testing session are served in a timely manner ensuring all required accommodations are given.

4) Notice of Temporary Disruption of Service

- As outlined in O. Reg. 429/07, s. 5, Serco Canada Inc. will provide notice when facilities or services for which people with disabilities rely on to access or use goods or services are temporarily disrupted. The Supervisor and/or Manager will place the notice in a conspicuous place in areas open to the public or third parties. The notice will include the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

5) Modifications to this Policy and other Policies

- Serco Canada Inc. will reassess how we provide goods and services to persons with disabilities as often as is necessary to ensure our goods and services are fully accessible. No changes will be made to this policy or other policies before considering the impact on persons with disabilities.

6) Feedback Process

- In compliance with the AODA Customer Service Standard, feedback can be made through the customer comment card affixed with pre-paid postage, in house on a complaint form, a paper customer survey and through the company website.
- Complaints regarding this procedure will be presented to the Board of Advisors to address the concern.

7) Training

- All employees will be trained on this policy and Serco Canada Inc. will maintain accurate records of training delivered to all employees. These records will be made available upon inspection as may be required.
- Training will be provided to each new employee during the orientation program. All employees are also required to complete refresher training, every three years. All training will follow the guidelines as per O. Reg. 429/07, s. 6 and be coordinated by the Training Department.

8) Notice of Availability of Documents

- Supervisors and Managers will ensure that this policy is posted in a conspicuous place at each Drive Test Centre. The policy will also be posted on Serco Canada Inc.'s website.
- A copy of the document will be made available to a customer in a format that takes into account the person's disability.

7. MEASUREMENT

Compliance with, and the effectiveness of this procedure will be measured through internal audit as per PR-0300.

8. FORMS

There are no Serco forms associated with this procedure.

9. RECORDS

MTO Customer comment cards