

**AODA CUSTOMER SERVICE POLICY STATEMENT**  
**Providing Goods and Services to People with Disabilities**

1. **Our mission:** The mission of Protrans Personnel Services Inc. is to connect quality employees with quality employers.

2. **Our commitment** in fulfilling our mission, Protrans Personnel Services Inc. strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

3. **Providing goods and service to people with disabilities** Protrans Personnel Services Inc. is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 **Communication:** We will communicate with people with disabilities in ways that take into account their disability. We will train employees who communicate with customers on how to interact and communicate with people with various types of disabilities.

3.2 **Telephone services:** We are committed to providing fully accessible telephone service to our customers. We will train employees to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by other means of communication that apply, e.g. email, TTY, relay services, if telephone communication is not suitable to their communication needs or is not available.

3.3 **Assistive devices:** We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. We will also ensure that employees know how the required assistive devices available on our premises for customers: 3.4 **Billing:** We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: for example, hard copy, large print, e-mail, etc., in which provider business will provide invoices. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

4. **Use of service animals and support persons:** We are committed to welcoming people 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. We will also ensure that all employees, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. We are committed to welcoming people 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 Protrans Personnel Services Inc. 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. Fees will not be charged for support persons for admission to Protrans Personnel Services Inc.'s premises. Customers will be informed of this by a notice that will be posted in Protrans Personnel Services Inc. premises.

5. **Notice of temporary disruption:** Protrans Personnel Services Inc. will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and reception area on our premises.

6. **Training for staff:** Protrans Personnel Services Inc. will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and

procedures. Individuals in the following positions will be trained: branch managers, account managers, supervisors, lead hands, recruiters, recruitment coordinators, payroll and administrative staff. This training will be provided at onboarding as well as ongoing after staff commence their duties. Training will include the following: • The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard • How to interact and communicate with people with various types of disabilities • How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person • How to use the [name equipment or devices ,devices, e.g. TTY, wheelchair lifts, etc., available on provider's premises or otherwise that may help with the provision of goods or services to people with disabilities] • What to do if a person with a disability is having difficulty in accessing Protrans Personnel Services Inc.'s goods and services

• Protrans Personnel Services Inc.'s policies, practices and procedures relating to the customer service standard. Applicable employees will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

7. **Feedback process:** The ultimate goal of Protrans Personnel Services Inc. is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way Protrans Personnel Services Inc. provides goods and services to people with disabilities can be made by e-mail, verbally, suggestion box. All feedback will be directed to the HR and Safety Manager. Customers can expect to hear back in 2 weeks. Complaints will be addressed and prioritized based on the urgency.

8. **Modifications to this or other policies:** We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Protrans Personnel Services Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9. **Questions about this policy:** This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the HR and Safety Manager.



General Manager