

AODA Accessibility Training

1.0 POLICY

- 1.1 eCycle Solutions will provide training to all employees, who deal with the public on their behalf, and all those involved in the development and approvals of customer service policies, practices and procedures. Training will be provided as soon as practicable after an individual assumes responsibilities related to the public and will include the following:
 - 1.1.1 The purposes of the Accessibility for Ontarians with Disabilities Act and the requirements of the Accessibility Standards for Customer Service.
 - 1.1.2 Information regarding eCycle Solutions policies, practices and procedures relating to the customer service standards.
 - 1.1.3 How to interact and communicate with people with various types of disabilities.
 - 1.1.4 What to do if a person with a particular type of disability is having difficulty accessing your goods or services.
 - 1.1.5 How to interact with people with disabilities who use an assistive device, service animal, or support person.
 - 1.1.6 How to use the equipment or assistive devices that may be available at eCycle Solutions.
 - 1.1.7 Staff will be trained on an ongoing basis when changes are made to these policies, procedures and practices.

2.0 PURPOSE

The purpose of this Statement of Policy and Procedure is that, eCycle Solutions is required to provide training to all employees, who deal with the public on eCycle Solution's behalf. eCycle Solutions must also train all others who are involved in the development of policies, practices and procedures.

3.0 SCOPE

This policy applies to all eCycle employees who have customer facing responsibilities in Ontario.

4.0 RESPONSIBILITY

- 4.1 It is the responsibility of the managers and/or immediate supervisors and/or department heads to ensure that employees follow the guidelines set out in this policy.
- 4.2 Each manager, immediate supervisor and/or department head is responsible to ensure employees are trained under Accessibility Standards for Customer Service and this policy, practices and procedures as applicable.

5.0 DEFINITIONS

Support Persons: assist people with disabilities in a variety of ways, by aiding with communication such as a sign language interpreter or a personal support worker providing

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physical assistance. The support person could be a paid professional, a volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.

Assistive Devices: any devices used by persons with disabilities to help with daily living and tasks such as auxiliary aids, communication aids, cognition aids, personal mobility aids and medical aids. Assistive devices include a range of products such as wheelchairs, walkers, white canes, crutches, oxygen tanks, hearing aids and other electronic communication devices.

6.0 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005
Accessibility Standards for Customer Service, Ontario Regulation 429/07

7.0 Training

7.1 Training will include the following elements:

- 7.1.1 Review of the purposes of the Accessibility for Ontarians with Disabilities Act and the requirements of the Accessibility Standards for Customer Service.
- 7.1.2 Information regarding eCycle Solutions policies, practices and procedures relating to the customer service standards.
- 7.1.3 How to interact and communicate with people with various types of disabilities.
- 7.1.4 What to do if a person with a particular type of disability is having difficulty accessing your goods or services.
- 7.1.5 How to interact with persons with disabilities who use an assistive device, service animal, or support person.
- 7.1.6 How to use the equipment or assistive devices that may be available at eCycle Solutions.

7.2 Timing of Training: All current employees who work with the public in Ontario will be trained immediately.

7.3 All new employees who work with the public will be trained as soon as practicable.

7.4 Current employees who assume new job responsibilities that include interaction with the public will be trained as soon as practicable. This will take place within sixty (60) days after commencing these new job responsibilities.

7.5 Employees will also be trained on an ongoing basis when changes are made to the policies, practices and procedures.

7.6 eCycle Solutions will record when and how training was done for each employee.

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7.7 Part of training will include reviewing eCycle Solutions policies, practices and procedures under the customer service standard.

7.8 The training may not be the same for all staff and need not be delivered in the same manner as long as it meets the requirements.

8.0 RECORD KEEPING

eCycle Solutions is required by the customer service regulation to keep a record of all training provided under the AODA and Regulation 429/07. The training records to be maintained include the date on which training was provided, the type of training and the participants.

9.0 Annual Filing

Notification will be placed on eCycle Solution's website and in a conspicuous place in eCycle Solution's facilities. In determining a suitable format that takes the individual's disability into account, eCycle Solutions will work with the individual to determine options in order to provide the document(s) or the information contained in the document(s) in a format that is reasonable and takes the person's disability into account. Note that the release of information may be subject to applicable privacy legislation.

10.0 Use of Support Persons

A person with a disability who is accompanied by a support person will be welcomed at eCycle Solutions premises and events with his or her support person. Access will be in accordance with normal security procedures. It is important to remember to direct all communications directly to the individual and not the support person.

11.0 Disruption of Services

11.1 If a disruption in service is planned and expected, eCycle Solutions will provide notice as far in advance of the disruption as possible as individuals may require considerable time to make alternative arrangements.

11.2 If a disruption is unexpected, eCycle Solutions will provide notice as soon as possible after the disruption has been identified.

11.3 The notice of disruption will include information about the service that is disrupted, reason(s) for the disruption, the anticipated duration and a description of alternative facilities, services or alternate mechanisms to access the good/services.

11.4 Depending on the nature of the disruption, notice may be given by posting the information at a conspicuous place (e.g. on or directly to a washroom door) or in eCycle Solutions facilities or venue area. Other options that may be used include placing a message on voicemail, posting on the company's website or through direct communication with users of the services in accordance with eCycle Solution's practices.

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11.5 Generally, disruptions to or of an organization's services, such as during a power outage, do not require this special notice. However, if the disruption has a significant impact on people with disabilities, eCycle Solutions will provide the notice of disruption in an appropriate manner as soon as possible.

11.6 From time to time eCycle Solutions may not have direct or sole control over facilities or services (e.g. one office may be leased). In these circumstances eCycle Solutions will endeavor to work with the organization that does have control over the facility/service in order to ensure a notice of temporary disruption is posted.

12.0 Use of Assistive Devices

12.1 Training is focused on how to interact with people using assistive devices rather than on the technical use of the assistive devices.

12.2 Each of eCycle Solution's facilities that are open to the public will post information at the front reception area or entrance that the company welcomes the use of assistive devices and encourages users to seek support from staff and volunteers, as they require it.

12.3 Each facility of the company open to the public will post information in the reception area that encourages users to seek support from staff and volunteers, as they require it.

12.4 Employees must not touch or move a person's assistive device without the person's permission. If you do have their permission, do not move the device out of the users reach.

12.5 Practice consideration and safety. Do not leave the person in an awkward, dangerous or undignified position such as facing a wall or in the path of opening doors.

12.6 Let the person know about assessable features in the immediate environment such as automatic doors, accessible washrooms, etc.

13.0 Communicating with People with Disabilities

- Terminology: the terminology we use can influence the way we see people and may unintentionally create a negative perception. The words we use can be very powerful. However unintentional, many words used to describe the nature of a disability can be demeaning and disrespectful.
- The words "disability" and "disabled" are more appropriate than "handicap" or "handicapped".
- Remember to put people first. It is preferable to say, "person with a disability" instead of "disabled person".

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- Considering an individual's disability in communication: A key aspect of communication is taking into consideration the specific needs of an individual. Employees may need to utilize a variety of different techniques to best interact with a person with a disability in order to effectively provide goods and services to that individual.
- To assist people with disabilities, access our services, employees should utilize the following general guidelines:
 - Treat people with disabilities with the same respect and consideration you offer everyone else.
 - If you're not sure what to do, ask the individual "May I help you?"
 - Ask before you offer to help; don't just jump in. People often have their own way of doing things. Individuals with disabilities know if they need help and how you can provide it.
 - If you don't know someone, or if you are unfamiliar with the disability, it's better to wait until the individual describes his or her situation to you, rather than to make your own assumptions. Many types of disabilities have similar characteristics and your assumptions may be wrong.
 - Some disabilities are not visible. Take the time to get to know the individual's needs.
 - Speak normally, clearly and directly. Speak directly to a person with a disability, not to their interpreter or someone who is with them.
 - Be patient; give the individual time to explain him or herself.
- We will give careful consideration to whether consultations, meetings and transaction methods are inclusive of people with disabilities.
- Publications: When preparing material intended to be distributed to the public, we will consider the format of the material and its accessibility to the target audience. In particular, we will consider whether alternative formats are required in order to facilitate access by a person with a disability.
- Excessive cost can be avoided by carefully targeting the audience. Options for making accessible formats available may include:
 - Distributing standard formats and developing and providing alternative formats only upon request.
 - Providing a pamphlet or booklet in accessible format, and supplementary documents upon request.
 - Advertising the availability of certain alternative formats. Where only standard formats are distributed, consideration should be given to advertising the availability of alternative formats upon request. Reception and publications staff should be made aware of the availability of alternative formats, and formats eCycle Solutions is willing to provide upon request.
- Provide Targeted information for people with disabilities, their families, support persons and service providers for no additional charge.
- Ensure all facilities have clear signs that include internationally recognized symbols and indicators.

14.0 Customer Feedback

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- 14.1 Feedback can be communicated to eCycle Solutions via telephone, e-mail to hr@ecyclesolutions.com, verbally in person with the Human Resources department.
- 14.2 If an individual indicates that he or she would like a response, eCycle Solutions is responsible for addressing that individual's comments/suggestions in a timely fashion. In some cases, comments may be very specific to one situation. In other cases, comments may be broader and provide an opportunity for enhancing eCycle Solution's policies and practices.
- 14.3 Record feedback received and actions taken.

15.0 Use of Service Animals

Unless otherwise excluded by law, the customer service standard requires that a person is permitted to be accompanied by his or her guide dog or other service animal in the areas that are open to the public or third parties. As such, eCycle Solutions employees will allow persons with disabilities to be accompanied by their guide dog or service animal in public areas, unless the animal is excluded by law. If a law excludes a service animal, the reason why the animal is excluded will be explained to the individual, and other reasonable arrangements to provide goods or services should be explored with the assistance of the person with the disability. Access to the production floor is restricted to those wearing approved safety footwear.

16.0 Customer Service

eCycle Solutions is committed to excellence in serving all clients including people with disabilities and we will carry out our functions and responsibilities in the following areas:

- 16.1 Communication
 - We will communicate with people with disabilities in ways that consider their disabilities.
 - We will train staff who communicate with clients on how to interact and communicate with people with various types of disabilities
- 16.2 Telephone Services
 - We are committed to providing fully accessible telephone service to our clients. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
 - We will offer to communicate with clients by e-mail or text message if telephone communication is not suitable to their communication needs or is not available.
- 16.3 Assistive Devices
 - We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods. We will ensure that our staff are familiar with various assistive devices that may be used by clients with disabilities while accessing our services.
- 16.4 Billing

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- We are committed to providing accessible invoices to all of our clients. - For this reason, invoices will be provided in the following formats upon request: hard copy, e-mail.
- We will answer any questions clients may have about the content of the invoice in person, by telephone or e-mail.

16.5 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 staff, dealing with the public are familiar with how to interact with people with disabilities 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 eCycle Solution'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.

16.6 Notice of Temporary Disruption

- eCycle Solutions will provide clients with notice in the event of an unplanned 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 prominently placed.

16.7 Training for Staff

eCycle Solutions will provide training to all employees, who deal with the public or other third parties on our behalf, and those who are involved in the development and approvals of customer service policies, practices and procedures. This training will be provided as soon as possible following the start of their duties. Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act 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.
- What to do if a person with a disability is having difficulty in accessing eCycle Solution's services.
- Applicable staff will be trained on policies, practices, and procedures that affect the way services are provided to people with disabilities. Staff will also

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be trained on an ongoing basis when changes are made to these policies, practices and procedures.

16.8 Feedback Process

- The goal of eCycle Solutions is to meet and surpass 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 eCycle Solutions provides services to people with disabilities can be made by e-mail, telephone, or verbally. All feedback will be directed to HR. Clients and visitors can expect to hear back in 10 business days.
- Upon receipt, the matter will be investigated with the appropriate personnel and a written response provided as soon as reasonably possible.

16.9 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 eCycle Solutions that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

16.10 Questions about this policy

- This policy exists to achieve service excellence to clients 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, HR.
- A copy of this policy is available on the company's website at <http://www.ecyclesolutions.com/>.
- The policy document may be provided in a format that takes into account the person's disability on request.

History of Changes

Revision	Revision Date	Description of change	Written/Changed by
1	Feb 19, 2020	Merged all AODA Policies into one document	Nicolle Gagnon

Approval

Approver Name	Signature	Date
Kulvir Bains		Feb 28, 2020