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## **Accessible Customer Service Procedures**

### **Assistive Devices**

#### Customer's own assistive device(s):

Persons with disabilities may use their own assistive devices as required when accessing services provided by Caduceon Enterprises 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. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

### **Guide Dogs, Service Animals and Service Dogs**

A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

#### Laboratory Areas

A customer with a disability that is accompanied by guide dog or service dog will be allowed access to laboratory areas that are open to the public unless otherwise excluded by law. All required personal protective equipment must be worn by the customer while within laboratory areas at all times.

#### Exclusion Guidelines:

If a guide dog, service animal or service dog is excluded by law (see applicable laws below) Caduceon will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

#### Applicable Laws:

*Dog Owners' Liability Act, Ontario:* If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pitbulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

#### Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Caduceon Enterprises Inc. may request verification from the customer.

Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

#### Care and Control of the Animal:

The customer that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

Allergies:

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Caduceon Enterprises Inc. will make all reasonable efforts to meet the needs of all individuals.

**Support Persons**

If a customer with a disability is accompanied by a support person, Caduceon Enterprises Inc. 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.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations Caduceon Enterprises Inc. will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

**Notice of Disruptions in Service**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Caduceon Enterprises Inc. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use Caduceon Enterprises Inc.'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.

Notifications will Include:

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

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

Notifications Options:

When disruptions occur Caduceon Enterprises Inc. will provide notice by: (see Notification Forms)

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Caduceon website;
- contacting customers with appointments;
- verbally notifying customers when they are making a reservation or appointment; or
- by any other method that may be reasonable under the circumstances.

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## **Accessible Customer Service Feedback Process**

Caduceon Enterprises Inc. shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available by hardcopy at each Caduceon location. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

### **Submitting Feedback:**

Customers can submit feedback to:

- Laboratory Managers – locations and numbers provided below.

Kingston - 285 Dalton Ave. Kingston, ON K7K 6Z1  
Tel: (613) 544-2001 Fax: (613) 544-2770

Ottawa - 2378 Holly Lane Ottawa, ON K1V 7P1  
Tel: (613) 526-0123 Fax: (613) 526-1244

Richmond Hill - 110 West Beaver Creek Road (Unit 14), Richmond Hill, ON L4B 1J9  
Tel: (289) 475-5442 Fax: (866) 562-1963

Windsor - #5-3201 Marentette Ave. Windsor, ON N8X 4G3  
Tel: (519) 966-9541 Fax: (519) 966-9567

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to any Caduceon employee. (see Customer Feedback Form)

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

### **Administration**

If you have any questions or concerns about this policy or its related procedures please contact:

- Steve Garrett, Director of Laboratory Services or Damien Gilbert, Director of Business Development
- (613) 544-2001
- 285 Dalton Ave., Kingston Ontario K7K 6Z1
- [sgarrett@caduceonlabs.com](mailto:sgarrett@caduceonlabs.com) or [dgilbert@caduceonlabs.com](mailto:dgilbert@caduceonlabs.com)
- [www.caduceonlabs.com](http://www.caduceonlabs.com)

## **Training**

Training will be provided **to and is required:**

- a) **all employees, volunteers, agents and/or contractors or other third parties that act on behalf of Caduceon Enterprises Inc.**
- b)

### **Training Provisions:**

As reflected in *Ontario Regulation 429/07*, regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
  - use assistive devices;
  - require the assistance of a guide dog, service dog or other service animal; or
  - require the use of a support person
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Caduceon Enterprises Inc.'s policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

### **Training Schedule:**

Caduceon Enterprises Inc. will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractor or act on our behalf - such as during orientation. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

### **Record of Training:**

Caduceon will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

## **Notice of Availability and Format of Documents**

Caduceon shall notify customers that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Caduceon, on the Caduceon website and/or any other reasonable method.

### **Referenced Documents:**

- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Blind Person's Rights Act, 1990
- Dog Owners' Liability Act, Ontario
- Food Safety and Quality Act 2001, Ontario Regulation 31/05
- Health Protection and Promotion Act, Ontario Regulation 562
- Ontario Human Rights Code, 1990