

POLICY STATEMENT

VIQUA supports the full inclusion of persons with disabilities as set out in the *Canadian Charter of Rights and Freedoms*, *Ontario Human Rights Code*, the *Ontarians with Disabilities Act (ODA)*, 2001 and the *Accessibility for Ontarians with Disabilities Act (AODA)*, 2005.

VIQUA is committed to customer service excellence and is responsive to the dignity and independence of persons with disabilities with fully accessible and integrated programs and services that are designed to meet individual needs.

POLICY APPLICATION

The *Accessibility Standards for Customer Service regulation*, made pursuant to the *Accessibility for Ontarians with Disabilities Act, 2005*, requires that all organizations and Ministries within the Ontario government provide accessible services to persons with a disability. "Disability" means:

- a. 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,
- b. a condition of mental impairment or a developmental disability,
- c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d. a mental disorder, or
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

POLICY

To ensure that the Offices of VIQUA are accessible to persons with a disability, the following policies are in effect as of January 1, 2012:

Assistive devices

We will ensure that our Associates are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities VIQUA will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed on our website and Reception area.

TRAINING

VIQUA will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. This training will be provided to Associates within their first 3 months of hire if applicable.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the
- Requirements of the customer service standard's plan related to 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 various equipment or devices (TTY, wheelchair lifts, etc.)
- Available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing VIQUA's facility
- Associates will also be trained when changes are made to the plan.

FEEDBACK PROCESS

Customers who wish to provide feedback on the way VIQUA provides goods and services to people with disabilities can send it via the following methods:

Mail or in Person: 425 Clair Rd West, Guelph Ontario, N1L 1R1

Email: viquareception@viqua.com

Phone: 519-763-1032 or toll free 1-800-265-7246

All feedback will be directed to the HR department and Customers can expect to hear back within one (1) week's time.

Modifications to this or other policies

Any policy of VIQUA that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.