

**PLASTIC PLUS LIMITED**  
**Accessibility for Ontarians with Disabilities Act (AODA)**  
**Customer Service Standard Policy**

Head Office: 10 Leswyn Road, Toronto, ON M6A1K2  
Phone: 416-789-4307

Human Resources Department  
Neelam Sudir  
10 Leswyn Rd.,  
Toronto, ON  
M6A1K2

## **Table of Contents**

Part I: Purpose and Objectives

Part II: Summary of AODA

Part III: Providing Goods and Services

Part IV: Communication

Part V: Use of Support Services, Resources and Devices

Part VI: Service Animals

Part VII: Support Persons

Part VIII: Notice of Temporary Disruption to Facilities or Services

Part IX: Employee Training

Part X: Feedback

## **Part I**

### **Purpose and Objectives**

Plastic Plus is committed to treating all people in a way that allows them to maintain their dignity and independence.

We believe the integration and equal opportunity of call employees with disabilities through removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

## **Part II**

### **Summary of Act**

*1. Recognizing the history of discrimination against persons with disabilities in Ontario, the purpose of this Act is to benefit all Ontarians by,*

*(a) developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025; and*

*(b) providing for the involvement of persons with disabilities, of the Government of Ontario and of representatives of industries and of various sectors of the economy in the development of the accessibility standards. 2005, c. 11, s. 1.*

### *Definitions*

- *“guide dog” means a guide dog as defined in section 1 of the Blind Persons’ Rights Act; (“chien-guide”)*
- *“service animal” means an animal described in subsection (4); (“animal d’assistance”)*
- *“support person” means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities. (“personne de soutien”). O. Reg. 165/16, s. 16.*

Plastic Plus has created and made available upon request this policy and a multi-year accessibility plan which outlines these actions.

Please refer to multi year plan for details:

- Providing Goods and Services
- Communication
- Use of Support Services, Resources and Devices
- Service Animals
- Support Persons
- Notice of Temporary Disruption to Facilities or Services
- Employee Training

### **Part III**

#### **Providing Goods and Services**

Plastic Plus is committed to providing accessible services to all customers including persons with disabilities. Plastic Plus will carry out its functions to ensure that policies, practices and procedures are consistent with our governing principles:

- Plastic Plus will use reasonable efforts to ensure that policies, practices and procedures are in keeping with our principles of independence, dignity, integration and equality of opportunity.
- Plastic Plus will set a policy allowing people to use their own personal assistive devices to access our goods and services .
- Plastic Plus will community with persons with disabilities in a manner that takes into account his or her disability.
- Plastic Plus will allow guide dog or service animals in public areas of operation unless the animal is excluded by another law.
- Plastic Plus will permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.
- Plastic Plus will train all staff, volunteers, contractors and other person involved with our policies, practices and procedures.
- Plastic Plus will establish a venue for feedback on how to provide goods or services to people with disabilities and will make this information available to the public.

### **Part IV**

#### **Communication**

Plastic Plus is committed to providing customer service standards that address the needs of those who require communication assistance.

Employees will take into account the needs of persons with disabilities and will (whenever possible) ask directly how to communicate with them to ensure dignity and respect.

### **Part V**

#### **Use of Support Services, Resources and Devices**

When possible, Plastic Plus will provide assistive technology for persons with disabilities. These devices include assistive, adaptive and rehabilitative services (hearing aids, speech amplification devices, canes, wheelchairs, screen readers etc).

Ontario Employers are not responsible for providing any assistive devices under the Customer Service Standard, but are responsible for ensuring all employees are properly trained.

### **Part VI**

## **Service Animals**

Service animals such as:

Guide dogs, hearing dogs, seizure response dogs and other certified service animals shall be permitted entry to all Plastic Plus facilities that are open to third parties.

## **Part VII**

### **Support Persons**

Plastic Plus allows customers who require a support person to bring that person on the premises and enter those areas that third parties are permitted to enter.

Also, in cases where a support person is required for the health and safety of the person with disabilities, or for the health and safety of others within Plastic Plus, the company will require the accompaniment of a support person.

## **Part VIII**

### **Notice of Temporary Disruption to Facilities or Services**

In the event of a planned/unexpected disruption of service occurs that would limit an individual with disabilities from gaining access to Plastic Plus, the company will make the disruption known as soon as possible by posting a notice with information about the reason, length of time and description of alternative facilities or services.

## **Part IX**

### **Employee Training**

Plastic Plus will provide training to all management, employees, volunteers and other who deal with the public or third parties on its behalf.

Training will include:

- Overview of Accessibility for ONtarians with Disabilities Act, 2005
- Customer Service Stand requirements
- How to interact with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device
- How to interact with people who use the assistance of a service animal
- How to interact with people who use a support person
- How to use any equipment or devices available at your workplace to assist persons with disabilities
- What to do if a person with disabilities is having difficulty accessing goods and services

Records will be maintained of employees who took the necessary training and dates associated with this training. New employees will be trained within two weeks of employment and retrained in the event changes are made to the policy.

## **Part X**

### **Feedback**

Plastic Plus is committed to meeting all accessibility standards and regulations. Comments regarding Plastic Plus services and whether expectations are being met should be directed to:

Neelam Sudhir  
In Person & Plastic Plus Limited  
10 Leswyn Rd.,  
Toronto, ON  
M6A1K2  
By Telephone: 416-789-4307 ext 226

In writing to the attention of:  
Human Resources  
10 Leswyn Rd.,  
Toronto, ON  
M6A1K2

Via email  
[neelam@plasticplus.ca](mailto:neelam@plasticplus.ca)

Feedback will be used to improve the way Plastic Plus provides goods and services to people with disabilities. If the person who submitted the feedback requests a response, staff will dutifully respond within a reasonable time.

#### Resources:

##### Regulations

To view the official wording of the regulation, go to [www.e-laws.gov.on.ca](http://www.e-laws.gov.on.ca) and select Current Consolidated Law to search 429507.

##### Service Canada

For more information or to get copies of documents in alternative formats contact:

Accessibility for Ontarians with Disabilities Act (AONA) Contact Centre (Service Ontario).

Toll Free: 1-866-515-2025

TTY: 416-325-3408/Toll Free 1-800-268-7095

Fax: 416-325-3407

Developed July 2012 Revised April 2018