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## ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY REVISED DEC. 18, 2013

### INTRODUCTION

The Accessibility for Ontarians with Disabilities Act, 2005 (the “Act”) became law on June 13, 2005. Under this legislation, the government of Ontario is in the process of developing accessibility standards that identify, remove and prevent barriers for people with disabilities in key areas of daily living. The standards apply to private and public organizations across Ontario, including The Maple Group of Companies.

The goal of the Act is to create a more accessible Ontario, by identifying, and to the extent possible, preventing and eliminating barriers experienced by persons with disabilities.

The Accessible Customer Service Standard (the “Standard”) has been established under the Act to ensure goods and service are, where at all possible, equally accessible to every member of the public.

The Maple Group of Companies senior management and staff are committed to providing an environment that is, and feels accessible and welcoming for all people including those with disabilities. This is in line with our core values of respect for all people, and excellent customer service. We are committed to providing barrier-free, exceptional customer service to all people whom we service.

### APPLICATION

This policy applies to all management personnel and all staff members who deal with members of the public or third parties in Ontario. This policy also applies to all persons responsible for the development, implementation, or oversight of The Maple Group of Companies’ policies, practices and procedures.

### DEFINITIONS

#### 1. Disability – Defined under the Act as:

- 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, brain injury, any degree of paralysis, amputation, lack of physical coordination, 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 other remedial appliance or device.
- A condition of mental impairment or a developmental disability.

- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

**2. Assistive Device** – Any device used to assist a person in performing a particular task(s) or to aid that person in activities of daily living.

**3. Service animal** – An animal is a Service Animal for a person with a disability, if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- The person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

**4. Support Person** – Is a person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods or services.

## **CORE PRINCIPLES**

The Maple Group of Companies endeavors to ensure that the Policy and related practices, policies and procedures are consistent with the following four core principles:

**Dignity** – Persons with disabilities must be treated as valued customers as deserving of excellent customer service as any other customer.

**Equality of Opportunity** – Persons with disabilities should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.

**Integration** – Wherever possible, with respect to safety of the person, persons with disabilities would benefit from our goods and services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the person's individual needs and aligns with the four core principles.

**Independence** – Goods and services must be provided in a way that respects the independence of persons with disabilities. To this end, we will always be willing to assist a person with a disability, but will not do so without the express permission of the person.

## **PROVIDING GOODS AND SERVICES TO PERSONS WITH DISABILITIES**

### **Policies and Procedures**

The Maple Group of Companies shall make all reasonable efforts to ensure that its policies, practices and procedures that impact the delivery of its goods and services to the public or to other third parties, are consistent with the principles of dignity, equality of opportunity, integration and independence as defined above.

## **Communication**

The Maple Group of Companies strives to communicate with members of the public in a manner that is accessible. Mediums of communication currently being used are:

- Our website, which provides information in clear plain language both in written and visual formats. The website is easily navigated and understood by customers using accessibility software.
- Web forms on the website to provide feedback to key departments and personnel within our organization
- Accessibility Policy link appears on every page.
- Telephone links with every member of our staff.
- Dedicated Customer Care Staff available for inquiries or comments
- Toll free numbers for telephone and fax communication.
- Email communication available with all staff members.
- In person or by post to our offices at 16 Nixon Rd, Bolton, ON L7E 1K3
- Trained associates and sales personnel, serving a wide range of customers including those with disabilities.

## **Communicating with Persons with Disabilities**

The Maple Group of Companies strives to communicate with persons with disabilities in a manner that takes into account the disability. Approaches for communication are set out in our Accessibility Training Module for Customer Service. All staff members to which this applies will receive training on how to interact and communicate with persons with various types of disabilities. All new hires will be oriented to the program as well.

## **Assistive Devices**

Persons with disabilities are permitted, where possible to use their own Assistive Devices when on our premises for the purposes of obtaining, using or benefiting from our goods and services. If there is a physical, technological, or other type of barrier that prevents the use of an assistive device on our premises, we will first endeavor to remove that barrier. If we are not able to remove the barrier, we will ask the person how he or she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make our best efforts to provide an alternative means of assistance for the person with a disability.

All persons to whom this policy applies will receive training on various Assistive Devices that may be used by persons with disabilities who wish to access our companies goods and services.

## **Accessibility at our Premises**

All persons, to whom this policy applies, will receive training on identifying facilities or services made available on the company's premises to assist persons with disabilities to obtain, use or benefit from our company's goods and services.

Our company offers one-on one-support from associates and sales personnel to assist those with disabilities to access our products and services, or to respond to inquiries. Our Customer Care Department personnel are available to respond to any issues or inquiries.

We offer access to our premises for the sole purposes of access to our goods and services for people with disabilities only limited by our primary duty of care to their safety when exposed to the production environment, and only when safe to do so under the Occupation Health and Safety Act of Ontario.

## **Service Animals**

Persons with disabilities may enter the company's premises accompanied by a recognized Service Animal and keep the Service Animal with them at all times on our premises, unless the Service Animal is otherwise excluded by law.

All persons to whom this Policy applies will receive training on how to interact with persons with disabilities accompanied by a Service Animal.

## **Support Persons**

Persons with disabilities may enter the company's premises accompanied by a Support Person and have access to the Support Person with them at all times on our premises.

The Maple Group of Companies may require that a person with a disability be accompanied by a Support Person where it is necessary to protect the health and/or safety of the person with a disability or the health and/or safety of others on the premises.

All persons to whom this Policy applies will receive training on how to interact with persons with disabilities accompanied by a Support Person.

## **Notice of Temporary Disruption**

The Maple Group of Companies will notify customers if there is a planned or unexpected disruption of services that persons with disabilities use to access our goods and services. The notice will be posted in a conspicuous location at the applicable premises. If the disruption relates to accessibility of content on our websites [www.stoneworx.com](http://www.stoneworx.com), [www.mapleterrazzo.com](http://www.mapleterrazzo.com), or our primary telephone line, notification will be posted on our website.

The notification will include the following:

- The facility is unavailable
- The anticipated duration of the disruption
- The reason for the disruption
- Alternative services if available

## **TRAINING AND RECORDS**

The Maple Group of Companies will provide training and ongoing training as required under the Standard to all persons to whom this policy applies.

Training will include:

- A review of the purposes of the Act and requirements of the standard
- A review of the Policy
- How to interact and communicate with persons with various types of disabilities
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or support person
- How to use equipment or devices made available on our premises to assist persons with disabilities to obtain, use or benefit from our goods and service
- What to do if a person with a disability is having difficulty accessing our premises and/or services.
- Training will be provided to all persons to whom this Policy applies as soon as practicable after he or she is assigned the applicable duties.
- Records of the completion of training and dates will be maintained in accordance with the Standard.

## **FEEDBACK PROCEDURE**

The Maple Group of Companies welcomes and appreciates feedback regarding this Policy and its implementation. Feedback can be provided in the following ways:

In person during office hours or by post to our offices at 16 Nixon Rd, Bolton, ON L7E 1K3

By telephone: 905-857-6006 or 905-857-6098 (Request Customer Care staff member)

Toll Free: 1-800-268-2190 or 1-800-663-1368 (Request Customer Care staff member)

Fax: 905-857-6010 (Attn: Customer Care)

Via email accessible on our websites: [www.stoneworx.com](http://www.stoneworx.com) and [www.mapleterrazzo.com](http://www.mapleterrazzo.com),  
Click the CONTACT link

Where possible, we will respond to feedback within five (5) business days of the date that it is received.

In certain circumstances, specific action may be required to effectively address feedback, including but not limited to conducting an internal investigation and or review of the Maple Group's policies, practices and procedures. In such circumstances the customer will receive an acknowledgement that their feedback has been received within (5) business day and that The Maple Group will

respond as soon as is practicable thereafter. In any event, feedback will be provided to the appropriate policy or procedure owner and any required changes will be made within a reasonable period of time.

## **DOCUMENTATION AVAILABILITY**

This Policy, and related practices and protocols shall be made available to any member of the public upon request. It will also be made available on our website [www.stoneworx.com](http://www.stoneworx.com) and [www.mapleterazzo.com](http://www.mapleterazzo.com) under the accessibility tab. Notification of same shall be posted on our website and prominently in our offices.

## **DOCUMENT FORMAT**

The Maple Group of Companies will provide documents or the information contained in documents, required to be provided under the Standard, to a person with a disability in a format that takes the persons disability into account.

## **QUESTIONS ABOUT THIS POLICY**

For more information about the Policy or for questions regarding the Maple Group of Companies policies, procedures and practices for accessible customer service please contact:

In person during office hours, or by post to our offices at 16 Nixon Rd, Bolton, ON L7E 1K3

By telephone: 905-857-6006 or 905-857-6098 (Request Customer Care staff member)

Toll Free: 1-800-268-2190 or 1-800-663-1368 (Request Customer Care staff member)

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Via email accessible on our website: [www.stoneworx.com](http://www.stoneworx.com) and [www.mapleterazzo.com](http://www.mapleterazzo.com).

Click the CONTACT link

