



## ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES POLICY

### PURPOSE AND POLICY STATEMENT

---

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act”) is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by person(s) with a disability.

A Standard for customer service (“the Standard”) has been established under the Act to ensure goods and services are, where at all possible, equally accessible to every member of the public.

We at National Logistics Services are committed to providing a barrier-free environment for our customers. The objective of this policy (the “Policy”) is to ensure we meet the requirements of the Standard and promote its underlying core principles which are dignity, independence, integration and equal opportunity.

### APPLICATION

---

The Policy applies to all persons who, on behalf of National Logistics Services, deal with members of the public or other third parties. This includes our employees, volunteers, agents and contract associates.

### DEFINITIONS

---

**Assistive device** is any device used to assist a person in performing a particular task or tasks to aid that person in the activities of daily living

**Barrier** means anything that prevents a person with a disability from fully participating in all aspects of society based on his/her disability. This includes, but is not limited to, physical barriers, communication and information barriers, organizational policies or practices, attitudinal barriers and technological barriers.

**Disability** is defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- 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 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.

**Service Animal** is a specified service animal for person(s) with a disability,

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

**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 OF THE POLICY

---

We endeavor to ensure that the Policy and related practices and procedures are consistent with the following four (4) principles:

- I. **Dignity** – Persons with a disability must be treated as valued customers as deserving of service as any other customer.
- II. **Equality of Opportunity** – Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.
- III. **Integration** – Wherever possible, persons with a disability should benefit from our goods and services. 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
- IV. **Independence** – Goods and services must be provided in a way that respects the independent persons with a disability. 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.

### IMPLEMENTATION

---

National Logistics Services has created an Accessibility Committee responsible for:

- I. Identifying and acknowledging the requirements for compliance under the Act.
- II. Developing and Implementing policies, practices and procedures to ensure the accessible provision of goods and services to persons with a disability.
- III. Developing and implementing an accessible training program as required under the Act.



- IV. Developing a feedback procedure as required under the Act.
- V. Filing Accessibility reports as required under section 14 of the Act.

## PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

---

### ***I. Communication***

National Logistics Services strives to communicate with persons with a disability in a manner that takes into account the disability and the Core Principles of the Policy. Approaches for communication are set out in our accessibility training program.

### ***II. Assistive Devices***

Persons with a disability 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/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make best efforts to provide an alternative means of assistance to the person with a disability.

Staff will receive training on various Assistive Devices that may be used by persons with a disability while accessing our goods and services.

### ***III. Service Animals***

Persons with a disability may enter premises owned and/or operated by National Logistics Services accompanied by a Service Animal, and keep the Service Animal with them, if the public has access to such premises and the Service Animal is not otherwise excluded by law.

If a Service Animal must be excluded, we will explain to our customer why this is the case and explore alternative ways to meet the customer's needs.

If it is not readily apparent that the animal is a Service Animal, National Logistics Services may ask the person with the disability for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his/her disability.

Staff will receive training on how to interact with persons with a disability accompanied by a service animal.

### ***IV. Support Persons***

A person with a disability may enter public allocated premises owned and/or operated by National Logistics Services with a Support Person and have access to the Support Person while on the premises.



National Logistics Services may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health and safety of the person with a disability while on the premises; or the health or safety of others on the premises.

Staff will receive training on how to interact with persons with a disability who are accompanied by a Support Person.

#### ***V. Notice of Temporary Disruptions***

National Logistics Services will notify customers if there is a planned or unexpected disruption of a facility or service that persons with a disability use to access our goods and services. The notice will be posted at the entrance of the applicable premises and on the home page of the National Logistics Services website.

The notice will include the following information:

- i. That a facility or service is unavailable.
- ii. The anticipated duration of the disruption.
- iii. The reason for the disruption.
- iv. Alternative facilities or services, if available.

### **TRAINING AND RECORDS**

---

National Logistics Services will provide training, and ongoing training as required under the Act, to all persons to whom this Policy applies as well as to those persons charged with developing this policy and related procedures and practices.

#### ***A. Content of Training***

Training will include:

- i. A review of the purpose of the Act and requirements of the Standard.
- ii. A review of the Policy.
- iii. How to interact and communicate with persons with various types of disabilities.
- iv. How to interact with persons with a disability who use an assistive device or require the assistance of a Service Animal or Support Person.
- v. How to use equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services.
- vi. What to do if a person with a disability is having difficulty accessing our premises and/or services.

#### ***B. Timing of Training***

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. Training will continue as necessary on an ongoing basis in connection with any changes of policies, practices and procedures governing this policy.

#### ***C. Documenting Training***

Records of the training provided, including the training protocol, the dates on which the training was provided and the number of individuals to whom the training is provided shall be maintained in accordance the requirements of the Act.



## FEEDBACK PROCEDURE

---

### ***A. Receiving Feedback***

National Logistics Services welcomes and appreciates feedback regarding this Policy and its implementation. Feedback can be provided in the following ways:

- i. By phone: 416-246-9536 ext 2258
- ii. By mail: 110 Iron Street, Etobicoke On M9W 5L9
- iii. By email: [info@NLS.ca](mailto:info@NLS.ca) or [HR@NLS.ca](mailto:HR@NLS.ca) .

### ***B. Responding to Feedback***

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

## DOCUMENTATION TO BE MADE AVAILABLE

---

This Policy, and related practices and protocols, shall be made available to any member of the public upon request.

Notification of the same shall be posted on the National Logistics Services website and at a conspicuous place at each premises to which this Policy applies.

## FORMAT OF DOCUMENTS

---

National Logistics Services will provide documents, or the information contained in documents, required to be provide under the Standard, to a person with a disability in a format that takes the person's disability into account.