

**GREENLAND® CUSTOMER SERVICE POLICY**  
**Accessibility for Ontarians with Disabilities Act (AODA)**

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## 1. POLICY

Providing goods and services to persons with disabilities.

### 1.1. Our Mission

Through the dedication of multi-disciplinary teams, *GREENLAND®* efficiently provides its clients with integrated professional engineering and landscape architecture services. We also offer exceptional service in the development of niche environmental technologies, maintaining the integrity of our practices for customers, employees and business community. Since 1994, the organization has provided innovative solutions with a conservationist ethic that respects the natural environment at the outset, while also complying with best available science and proven technologies.

### 1.2. Our Commitment

In fulfilling our mission, *GREENLAND®* strives at all times to provide its goods and services in a way that respects the dignity and independence of persons with disabilities. We are also committed to giving persons with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

## 2. PURPOSE

This policy and its procedures address the accessibility requirements of Regulation 429/07 Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act.

## 3. DEFINITIONS

***Assistive Device*** – is a technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities.

***Barrier*** – as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

***Customer*** – is a person who buys, receives or uses goods or services.

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

- 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,
- 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*.

**Service Animal** – As defined in *Ontario Regulation 429/07* 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 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** – As defined in *Ontario Regulation 429/07* a 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 or services

## 4. PROCEDURE

GREENLAND® is committed to excellence in serving all customers including persons with disabilities and we will carry out our functions and responsibilities in the following areas:

### 4.1. Communication

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

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

Our literature to the public will be provided in Arial 14 font or greater, with no italics, if requested.

### 4.2. Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by e-mail, or in person, if telephone communication is not suitable to their communication needs or is not available.

**4.3. Assistive devices**

We are committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

**4.4. Billing**

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, and/or e-mail.

**4.5. Meeting with clients**

We will offer to meet with a person with a disability at a mutually agreeable location that meets their needs.

**4.6. Use of service animals**

We are committed to welcoming persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with persons with disabilities who are accompanied by a service animal.

**4.7. Use of Support persons**

We are committed to welcoming persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter, GREENLAND®'S premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. Fees will not be charged for support persons for admission to GREENLAND®'S premises.

**4.8. Notice of temporary disruption**

GREENLAND® will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities for public presentations or meetings we have organized for clients. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Notices will be placed at all public entrances and service counters on the premises, as well as on our website (Appendix A).

#### **4.9. Training for staff**

*GREENLAND*® will provide training to all directors, managers, employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Training will include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people 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 a support person
- What to do if a person with a disability is having difficulty in accessing, *GREENLAND*®'S goods and services
- *GREENLAND*®'S policies, practices and procedures relating to the customer service standard.
- Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

#### **4.10. Feedback process**

The ultimate goal of *GREENLAND*® is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way *GREENLAND*® provides goods and services to persons with disabilities can be made by letter, e-mail, fax, telephone or in person.

All feedback will be directed to the Front Desk at ext 253 (finance@grnland.com). Customers can expect to hear back that their complaint has been received within 2 business days, however, a detailed response to the feedback will depend on the issue, and will not exceed 15 business days, unless there are extenuating circumstances involved.

An "AODA Customer Feedback Form" can be found on our website under the Contact Us section (Appendix B).

Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

#### **4.11. Modifications to this or other policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities.

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

**4.12. Questions about this policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by Jane Palmer of GREENLAND®.



R. Mark Palmer  
President, P.Eng  
GREENLAND® Group of Companies

**First Issued:** December 2011, September 2017

**Revised:**

**Reviewed:**

**AODA – NOTICE OF SERVICE DISRUPTION**

**Notice of Planned Service Disruption:**

There will be a scheduled service disruption at GREENLAND® impacting the delivery of goods and services for customers from \_\_\_\_\_ to \_\_\_\_\_ on \_\_\_\_\_.

The goods and services unavailable during this service disruption are:

- \_\_\_\_\_

The services listed above can be accessed at the following time, date, location or method:

- \_\_\_\_\_

We apologize for any inconvenience this disruption has caused.

Should you require additional information on the delivery of this service, please call 1-705-444-8805, ext 253.