

Rev no.	Change made	Date of release	Drafted by	Approved by
00	Initial release	2014	Racquel Daley	Kelly Shier
01	Addition of CanaDream's language	March 24, 2017	Racquel Daley	Corinna Hodge; Kelly Shier

### 1 Purpose

CanaDream is committed to providing a barrier-free environment for our Guests, clients, Customers, visitors, volunteers, Cast/Tribe members, suppliers and other stakeholders who enter our premises, access our information, or use our transportation (shuttle) service. The intent of this policy is to meet the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

### 2 Scope

- 2.1 This policy applies to the provision of goods and services at stations owned and operated by CanaDream.
- 2.2 This policy also applies to Cast/Tribe members, volunteers and contractors who deal with the public or other third parties that act on behalf of CanaDream.
- 2.3 The section that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises owned and operated by CanaDream.
- 2.4 This policy also applies to all persons who participate in the development of CanaDream's policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

### 3 Plan statement

- 3.1 All goods and services provided by CanaDream shall follow the principles of dignity, independence, integration and equal opportunity.

## 4 Definitions

- 4.1 **Assistive Device:** A technical aid, communication device or other instrument used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that Customers and Guests bring with them such as wheelchairs, walkers or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.
- 4.2 **Disability:** 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, and 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 or other remedial appliance or device:
- A condition of mental impairment or a developmental disability;
  - A learning disability or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
  - A mental disorder;
  - An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997;
  - A condition of mental impairment or a developmental disability.
- 4.3 **Guide Dog:** A highly trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Person's' Rights Act, to provide mobility, safety and increased independence for people who are blind.
- 4.4 **Service Animal:** An animal is a service animal for a person with a disability if:
- It is readily apparent 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.
- 4.5 **Service Dog:** A dog other than a guide for the blind is a service dog if:
- It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
  - The person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.
- 4.6 **Support Person:** Another person who accompanies the person with a disability in order to help with communication, mobility, personal care, medical needs or access to goods and services.

## 5 Responsibilities

- 5.1 CanaDream Management is responsible for:
- Evaluating this policy in an ongoing manner, as it relates to any changes pertaining to the Accessibility for Ontarians with Disabilities Act, 2005.
  - Ensuring the compliance of every Cast/Tribe member to the policy statement, training and guidelines detailed below.
- 5.2 CanaDream Cast/Tribe members must adhere to the policy statement, training and guidelines detailed below.

## 6 General Principles

In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, the policy will address the following:

- The provision of Goods and Services to Persons with Disabilities;
- The Use of Assistive Devices;
- The Use of Guide Dogs, Service Animals and Service Dogs;
- The Use of Support Persons;
- Notice of Service Disruptions;
- Customer Feedback;
- Training.

## 7 Provision of Goods and Services to Persons with Disabilities

- 7.1 CanaDream will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:
- Ensuring that all Customers and Guests receive the same value and quality;
  - Allowing Customers and Guests with disabilities to do things in their own ways, at their own pace when accessing goods and services, as long as this does not present a safety risk;
  - Using alternative methods when possible to ensure that Customers and Guests with disabilities have access to the same services, in the same place, and in a similar manner;
  - Taking into account individual needs when providing goods and services;
  - Communicating in a manner that takes into account the Guest's and Customer's disability.

## 8 Assistive devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by CanaDream.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a Guest or Customer with an oxygen tank may involve ensuring the Guest or Customer is in a location that would be considered safe for both the Customer or Guest and CanaDream. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service may be provided in a location that meets the needs of the Guest or Customer.

## 9 Guide Dogs, Service Animals and Service Dogs

CanaDream welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. The Customer or Guest that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all times. If a Health and Safety concern presents itself, for example in the form of a severe allergy to the animal, CanaDream will make all reasonable effort to meet the needs of all individuals.

## 10 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. There may be times where seating and availability prevent the Customer, Guest and support person from sitting beside each other. In these situations, CanaDream will make every reasonable attempt to resolve the issue. In situations where confidential information might be discussed, consent will be obtained from the Customer or Guest, prior to any conversation where confidential information might be discussed.

## 11 Communication

CanaDream will communicate with people with disabilities in ways that takes into account their disability.

## 12 Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for Customers or Guests with disabilities, CanaDream Inc. 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 at all our CanaDream locations.

### 13 Training

Canadream Inc. will provide training to Cast/Tribe members and others who deal with the public or other third parties on our behalf. This training will be provided to Cast/Tribe members immediately upon being hired.

Training will be provided by HR Download and will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer service standard;
- Canadream Inc.'s policy 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;
- What to do if a person with a disability is having difficulty in accessing Canadream's goods and services;
- Cast/Tribe members will also be re-trained when changes are made to the accessible Customer service plan.

### 14 Feedback process

Customers and Guest who wish to provide feedback on the way Canadream Inc. provides goods and services to people with disabilities can provide feedback to us via e-mail, by mail, by fax or verbally. Those who wish to provide such feedback are encouraged to do so, in any of the following ways:

- In writing: Canadream Inc, (292154 Crosspointe Dr, Calgary, Alberta, T4A 0V2)
- By Telephone: 403-291-1000
- By Fax: 403-537-0152
- By Email: [rdaley@canadream.com](mailto:rdaley@canadream.com)

All feedback, including complaints, will be directed to the Station Supervisor.

Customers and Guests can expect to hear back in 2-3 days.

### 15 Distribution and review

- 15.1 This policy is to be reviewed with every Canadream Cast/Tribe member by his/her manager/supervisor.
- 15.2 Each Cast/Tribe member will sign off that he/she has read and understands the policy, and that he/she will abide by all the statements and guidelines it contains.
- 15.3 When updates are released, all Canadream Cast/Tribe members will be informed of changes or additions to the policy and guidelines they are required comply to with, and sign-off will be required.

## 16 Conclusion

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

## 17 References and Related Documents

- Ontario Human Rights Code
- Ontarians with Disabilities Act, 2001
- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service (2007). Ontario Regulation 429/07 made under the Accessibility for Ontarians with Disabilities Act, 2005
- Ministry of Community and Social Services: Making Ontario accessible. Accessibility for Ontarians with disabilities:

Approved by:



Kelly Shier, CA  
CFO/COO