



Customer Service to People with Disabilities

1. Purpose

Jonview Canada Inc. is committed to providing accessible Customer Service to people with disabilities.

2. Scope

In fulfilling our vision, Jonview is committed to providing 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.

3. General

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

a) 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

b) Telephone Services

We are committed to providing fully accessible telephone services to our customers. We will train staff to communicate with customers over the phone in a clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by email and hand writing if telephone communication is not suitable to their communication needs or is not available.

c) Assistive Devices

We are committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from goods and service. We will ensure that our staff are trained and familiar with the various assistive devices that may be used by customers with disabilities while accessing our goods and services. We will also ensure that staff receives training on how to use the following assistive devices available on our premises for customers such as wheelchairs and scooters.

d) Billing

We are committed to providing accessible invoices to all our customers. For this reason, invoices will be provided in the following formats upon request: Hard copy and email. We will answer any questions customers may have about content of the invoice in person, by phone or email.

e) Use of service animals and support persons

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 all staff, volunteers and others dealing with the public are properly trained in how to interact with persons with disabilities.

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 Jonview'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 the premises.

4. Notice of temporary disruption

Jonview will provide customers with notice in the event of a planned or unexpected disruption in the facilities or service usually used by persons with disabilities. This notice will include information about reason for disruption, the anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on the premises.

5. Notice of availability of documents

Jonview will notify the public that documents related to accessible customer service, are available upon request. The notice will be placed at 191 The West Mall, Suite 700 Toronto Ontario M9C 5K8.

Jonview will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

6. Training for Staff

Jonview will provide training to all 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.

All individuals that have interaction with our customers, vendors, suppliers, consultants, and all third parties in Ontario or whom are servicing Ontarians will be trained. This training will be provided within 3 months of the staff commencing their duties.

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 assistive devices or require the assistance of a service animal or support person
- How to use the equipment and devices that Jonview has provided on the premises or that will help with the goods or services to a person with disabilities
- What to do if a person with a disability is having difficulty in accessing Jonview's goods and services
- Jonview'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.

7. Feedback process

The ultimate goal of Jonview is to meet and surpass customer expectations while serving customers with disabilities. Jonview welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Jonview will ensure when receiving and responding to customer's feedback, that it is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, upon request.

Customers who wish to provide feedback on the way Jonview provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

Via Email: info-hr@jonview.com

Via Fax: 416-323-3980

Via Phone: 416-323-9090 x 8207

All feedback, including complaints, will be handled by Human Resources Manager and customers can expect to hear back within 14 days.

8. 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 disability.

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

9. Questions about the policy

This policy exists to achieve 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 will be provided by someone of the legal department at Jonview.

10. Competent authority

The Human Resources Department is responsible for managing and communicating this policy and for providing support to managers and employees to ensure its application.

Revised date: July 6th, 2018