



**Norstar Windows & Doors Ltd  
Accessibility for Ontarians with Disabilities Act (AODA) Policy**

**Customer Service Plan**

**Overview**

Norstar Windows and Doors Ltd (“Norstar”) is committed to excellence in serving all customers including people with disabilities.

***A disability is defined as:***

- 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 including diabetes, 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 a 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 Insurance Act 1977.

**Our Mission**

To make reasonable efforts to ensure that policies, procedures, and practices pertaining to the provision of our goods and services to the public and other third parties respect the independence, dignity, integration and equal opportunity of all individuals, as outlined in the guiding principles of the AODA.

**Policy**

This policy extends to any persons with whom Norstar’s employees and sub-contractors have contact (verbal or written, in person or electronically).

**Procedures**

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

**Assistive Devices**

1. We will ensure that employees and sub-contractors are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

2. We will ensure that hallways are clear of obstructions so that our customers can maneuver in our hallways with assistive devices.
3. We will ensure that our worksites are kept clear of obstructions so that our customers can maneuver in our hallways with assistive devices.

### **Invoicing**

1. Our invoices will be provided in the following formats upon request: hard copy, e-mail and/or fax.
2. We will answer any questions customers may have about the content of the invoice in person or by phone, fax or e-mail, as requested.

### **Communication**

1. We will train employees and sub-contractors to communicate with customers over the telephone or in person in clear and plain language and to speak clearly and slowly.
2. We will offer to communicate with customers by e-mail if telephone communication is not suitable to their communications needs or is not available.
3. We will ensure that employees and sub-contractors have access to a pad of paper and a pencil to assist with visual communication should verbal communication not be an option when dealing in person with persons with communication disabilities.

### **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the premises in areas that are open to the public as long as the owner is in control of it.

1. We will train employees and sub-contractors on how to properly interact with people with disabilities who are accompanied by a service animal.

### **Support Persons**

1. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.
2. On occasion, a support person may be asked to sign a confidentiality agreement in order to accompany the disabled person.

### **Notice of Temporary Disruption of services:**

1. We will provide tenants with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities such as the existing elevator and floor level bathroom or facilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.
2. The notice will be placed at the front entrance of the building and at the Norstar reception desk.

### **Training for Employees and Sub-contractors**

Norstar will provide training to employees and sub-contractors who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained: all office employees, Shipper/Receiver, Service Manager, forklift operators, Installation Manager, and a representative from each sub-contracted company. Sub-contracted company representatives will ensure that each of their employees is trained.

This training will be provided within one month of persons mentioned above commence their duties.

Training will include:

- 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 people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the building's elevator and location of the building's handicap parking and restroom
- What to do if a person with a disability is having difficulty in accessing Norstar's goods and services
- Norstar's policies, practices and procedures relating to the customer service standard

Employees and sub-contractors will also be trained when changes are made to our accessible customer service plan and IASR (Integrated Accessibility Standard Regulation).

### **Hiring Process**

Norstar is an Equal Opportunity Employer and invites applications from all qualified individuals. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, Norstar is committed to providing accommodations throughout the recruitment, selection and / or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform us of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.

### **Feedback Process**

The ultimate goal of Norstar is to meet and exceed customer expectations in serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback on the way Norstar provides goods and services to people with disabilities can be made in person or by phone, fax or e-mail. All feedback will be directed to the Controller. Customers can expect to hear back within 2 business days. Complaints will be addressed according to our organization's regular complaint management procedures.

Feedback contact information

Phone: (905) 643-9333 ext 230

Fax: (905) 643-3633

e-mail: [christine@norstarwindows.com](mailto:christine@norstarwindows.com)

### **Further Compliance**

1. We will complete an online report on our compliance by the reporting deadline. Additional information on reporting requirements and deadlines will follow.
2. Norstar will document in writing all of our policies and procedures on how we provide accessible customer service.
3. We aim to notify customers that all of the documents required by the Customer Service Standard are available upon request.

4. When providing documents required in the Customer Service Standard, Norstar will ensure that the information is in a format that takes into account the person's disability.

#### **Questions about this policy**

This policy exists to achieve service excellence for 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, or referred to, Norstar's Controller, Christine Cameron.

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

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Norstar that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

John Vacca,  
President  
NORSTAR WINDOWS AND DOORS LTD.

**Policy version: June 22, 2016, updated March 2, 2018**