



ONTARIO ACCESSIBILITY CUSTOMER SERVICE POLICY

Labelink Products Inc and Labelink Flexible Inc. (hereinafter referenced as Labelink) is committed to providing an equitable environment for employees, customers, and visitors through opportunities for access and participation in all aspects of activities within our organization.

Labelink understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Labelink is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Labelink is committed to excellence in serving all employees, visitors and customers including people with disabilities.

Our accessible customer service policy is consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Assistive devices

People with disabilities may use their personal assistive devices when accessing our facilities goods, or services.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other reasonable measures can be discussed to ensure the person with a disability can access our facilities, goods, or services.

When necessary, our staff will be trained on various assistive devices of individuals accessing our facilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will work with the person with a disability to determine what method of communication works for them. Staff will be trained on how to interact with persons requiring alternate communication methods.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on parts of our premises as designated – example the reception and office.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.



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. A support person is someone who accompanies a person with disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

In certain cases, a person with a disability may require a support person to accompany them while on the premises. In these instances Labelink will allow a support person accompany them on our premises.

Notice of temporary disruption

Labelink will provide customers with notice in the event of a planned or unexpected disruption to our facilities. This notice will include information about the reason for the disruption, and its anticipated length of time.

Training

Labelink will ensure that all persons to whom this policy applies receive training as required by applicable legislation.

This training will be provided as soon as practicable following a new employee commencing employment with Labelink.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the accessibility customer service standard;
- how to interact and communicate with people with various types of disabilities, as required;
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person, as required.

Employees will also be trained when changes are made to our accessible customer service policies.

Feedback process

Labelink Products Inc. welcomes feedback on meeting the delivery of goods and service to individuals with disabilities. If you wish to provide feedback you may do so by either sending mail to Labelink 1800 Ironstone Manor, Unit #2, Pickering, ON L1W 3J9 Attention: Human Resources or by calling the Human Resources department at 416-913-0572 ext. 106. Feedback will be reviewed for any actions required and a response will be sent to the individual who sent in the feedback.

Modifications to this or other policies

Any policies of Labelink that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.