



## ACCESSIBILITY CUSTOMER SERVICE STANDARDS

### STATEMENT of POLICY and PROCEDURE

#### **PURPOSE**

The Accessibility Standard for Customer Service, Ontario Regulation 429/07 is a law in Ontario with the purpose of developing, implementing and mandating accessibility standards in order to achieve accessibility for persons with disabilities, with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises. Lyndon Security will ensure services are accessible to everyone.

Accessibility standards will set requirements in a number of other key areas and will be reviewed at least every five years. When new or revised standards are developed under the AODA, this policy will be reviewed and updated as necessary to ensure consistency.

#### **APPLICATION**

This policy applies to all Lyndon personnel who deal with members of the public or who participate in developing Lyndon Security's policies, practices and procedures governing the provision of goods and services to the public.

#### **POLICY STATEMENT**

##### **Definition-**

**Disability-** A disability as defined by AODA 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, and 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 or;

- a. A condition or mental impairment or a development disability, or;
- b. A learning disability, or a dysfunction in one or more of the process involved in understanding or using symbols or spoken language, or;
- c. A mental disorder, or



- d. An injury or disability for which benefits were claimed or received under the insurance plan established under the workplace Safety and Insurance Act, 1997; (“handicap”).

Lyndon Security Services is committed to building on a culture that embraces diversity and strives to provide services in a way that respects the dignity and independence of persons with disabilities. Lyndon is also committed to ensuring that persons with disabilities receive accessible services with the same quality and timelines as other do.

The AODA details specific requirements and standards for accessibility in Ontario. Lyndon 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:

- a) Ensuring persons receive the same value and quality of service;
- b) Using alternative methods when possible to ensure that persons with disabilities have access to the same services in the same manner;
- c) Taking into account individual needs when providing services;
- d) Communicating in a manner that takes into account the persons disability.

**Dignity**-Goods and services are provided in a manner that is respectful to persons with a disability and does not diminish the person’s importance.

**Independence**-Accommodating a person’s disability respecting their right to do for themselves and to choose the way they wish to receive goods and services.

**Integration**–Persons with disabilities can access all services. They may require alternative formats and flexible approaches. It means inclusiveness and full participation. This is a fundamental human right.

**Equal opportunity**-Service is provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others.

Lyndon Security is committed to excellence in serving all persons including people with disabilities and will carry out responsibilities under the Accessibility for Ontarians with Disabilities Act, (2005) in the following areas:



- a) Communication
- b) Training
- c) Assistive Devices
- d) Service Animals
- e) Support Persons
- f) Notification of Disruption in Services
- g) Feedback
- h) Emergency Situations

**Responsibility-**

**All Senior Managers and Guards in a Supervisory role shall:**

- a. Monitor and support guards implementing the Accessibility Customer Service Policy;
- b. Facilitate the use by persons with disabilities of their personal assistive devices, service animals; allow access for their support person as outlined below when accessing Lyndon premises open to the public;
- c. Respond to feedback including accessibility-related issues or concerns as outlined below.

**All Guards shall:**

- a. Participate in required training related to Accessibility Standards for Customer Service;
- b. Support the implementation of Accessibility Standards by providing service in a manner that respects the dignity and independence of persons with disabilities, including permitting the use of assistive devices, service animals and support persons as outlined below.

**The Human Resource Administrator shall ensure that processes are put in place to:**

- a. Identify training needs for Lyndon Security;
- b. Ensure mechanisms are in place to support managers and supervisors in implementing accessibility;
- c. File Accessibility Customer Service report with the Government of Ontario.
- d. Ensure Lyndon Security's policies, practices and procedures related to the AODA are available to any person upon request.
- e. Ensure training records are maintained in HRIS



## PROCEDURE

Lyndon security is committed to excellence in serving all persons including people with disabilities and will carry out functions and responsibilities in the following areas:

**Communication**– All Lyndon security guards will communicate with people with disabilities in ways to take into account their disability.

- a. Lyndon Security will provide training to managers, supervisors and guards whose duties involve interaction with the public or other third parties.

**Training**– Lyndon Security will provide training to all employees who participate in the developing the organization’s policies and other persons who provide goods, services or facilities on behalf of Lyndon Security. Current guards will receive a Lyndon AODA training package. New guards will undertake training as part of their orientation, if they haven’t already done so. Training will be conducted on an ongoing basis when changes are made to these policies, practices and procedures.

As reflected in the on Ontario regulation 429/07, training will cover the following:

- a) A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005; the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07;
- b) Instructions on how to interact and communicate with people with various types of disabilities;
- c) Instructions on how to interact with people with disabilities who;
  - I. Use assistive devices;
  - II. Require the assistance of a guide dog, service dog or other service animal, or
  - III. Require the use of a support person.
  - IV. Instructions on how to use equipment or devices that are available that we provide that may help people with disabilities;
  - V. Instructions on what to do if a person with a disability is having difficulty accessing your services;
  - VI. Instructions on Lyndon’s policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Record of Training- Records will be maintained on file indicating the date and training provided.



**Definition-**

**Assistive Devices**—is any device that helps a person with a disability to do everyday tasks and activities. Assistive devices include digital audio players, hearing aids, teletypewriter (TTY) for people unable to speak or hear by phone, mobility devices (such as scooters, walkers or crutches, or white canes, oxygen tanks), and speech generating devices.

Note: Bell has a Relay Service from any phone for free (1-800-855-0511).

Lyndon is committed to serving people with disabilities, who may provide their own assistive device to obtain, to use or benefit from Lyndon's services.

- a. Lyndon will ensure that guards are trained and familiar with various assistive devices that may be used by persons with disabilities while accessing our services. In the event where the assistive device presents concern or when accessibility might be an issue, other reasonable measures to assist him/ her in obtaining, using and benefiting from Lyndon's services.

**Definition-**

**Guide Dog**- is a highly trained working dog that has been trained at one of the facilities listed in the Ontario regulations 58, under the Blind Rights Act, to provide mobility, safety and increased independence for people who are blind.

**Service Animal**- as reflected in Ontario regulations 429/07 indicates that an animal is a service animal for a person with a disability if;

- a. It is readily apparent that the animal is used by the person for reasons related to his or her disability, or
- b. If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

**Service Dog**- as reflected in Health Protection and Promotion act, Ontario regulation 562 a dog other than a guide dog for the blind is a service if;

- a. It is readily apparent to an average person that the dog functions as a service dog for a person with a mental disability; or
- b. 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.



A person with a disability that is accompanied by a guide dog, service animal or service dog may bring their service animal on the parts of our premises that are open to the public unless otherwise excluded by law. Should the animal be excluded from the premises by law Lyndon Security will ensure that other reasonable measures are available to enable the person with the disability to obtain services. If it is not apparent that the animal is being used by the person for reasons relating to his or her disability Lyndon Security may request verification.

- a. The person that is accompanied by the guide dog, service dog or service animal is responsible for maintaining care and control of the animal at all time.

**Definition-**

**Support Person**-as reflected into the Regulations 427/07, a support person means in relation to a person with a disability, another person who accompanies him or her in order to help with the communication, mobility, personal care, medical needs or access to Lyndon Security's services

If a person with a disability is accompanied by a support person, Lyndon Security will ensure that both parties are allowed to enter premises open to the public or other third parties with his or her support person. Lyndon will ensure the person is not prevented from having access to the support person while on our premises. A support person is an individual hired or chosen to accompany a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or access goods or services. The support person can be a paid personal support worker, volunteer, friend or a family member.



**Notification of Disruptions in Services**—Lyndon Security will provide persons with notice in the event of a planned or unexpected disruption to services. Notice will be posted in accessible formats at public premises in a conspicuous place or by other reasonable method, as appropriate.

Notifications will include: Services that are disrupted or unavailable;

- I. Reasons for the disruption;
- II. Anticipated duration;
- III. A description of alternative services or options;
- IV. When disruptions occur the Association will provide notice by-
  - a. Posting notices at public Lyndon Security premises

**Feedback**—Lyndon Security accepts feedback from persons with disabilities on how their needs were met and responds to their feedback, where required.

- a. Feedback forms along with alternative methods of providing feedback such as verbally in person or by telephone or written will be available both upon request. If a method is not suitable, request for another method are accepted.
- b. Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve Lyndon Security services. Where possible complaints will be address immediately. However, some complaints may require more efforts to address and must be reviewed for action.

**Requests regarding feedback methods can be made to:**

Lyndon Security Services, Inc.  
Attn: Human Resource Department  
346 Christina Street North  
Sarnia, Ontario N7T 5V7  
Phone – 519-336-6171 Fax – 519-332-8951  
Website: [www.lyndonsecurity.com](http://www.lyndonsecurity.com)

**Emergency Situations**—

- a. Lyndon Security will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that individualized information is necessary and Lyndon is aware of the need for accommodation due to the employee's disability.
- b. If Lyndon personnel receive individualized workplace emergency response information and require assistance, with the employee's consent, Lyndon will provide the emergency response



information. Lyndon will provide emergency information as soon as practicable after becoming aware of the need for accommodation due to the employee's disability.

- c. The Human Resource Department will maintain on file individual employee emergency assistance requirements to evacuate the building.

### **Availability and Format of Documents (Alternative Formats)**

All documents required by the Accessibility for Customer Service, including Lyndon Security's Accessible Customer Service Policy, notices of temporary disruptions, training records and written feedback process are available upon request, subject to the Freedom of Information and Protection of privacy Act. When providing these documents to a person with a disability, Lyndon will provide the document or the information contained in the document, in a format that takes the person's disability into account. Requests can be made to the Lyndon office. In the case where documents in alternate formats are needed Lyndon Security may contact Service Ontario Publications to handle requests for alternate format publication using a list of alternate format providers.

Lyndon has establish a third party contact for outsourcing material for captioning, photo/video description and conversion to brail or audio as well as any other formatting that is not feasible to do in house.

### **Additional Information**

For more information on the AODA Customer Service Standards, please contact:  
Accessibility for Ontarians with Disabilities Act (AODA) Contact Centre (Service Ontario)  
Toll Free: 1-866-515-2025  
TTY: 416-325-3408/Toll Free: 1-800-268-7095  
Fax: 416-325-3407  
Or visit the following website: [www.AcessON.ca](http://www.AcessON.ca) and [www.mcscs.gov.on.ca](http://www.mcscs.gov.on.ca)

### **Legislative Context**

#### **Ontario Human Rights Code**

The Ontario Human Rights Code guarantees that every person has a right to equal treatment with respect to services, goods, facilities and employment.

Lyndon is committed to principles of workplace diversity and social inclusion and will continue to develop and implement workplace diversity and social inclusion principles across all of its policies, procedures, and decisions. For more information on Lyndon Management's response to Harassment and Discrimination complaints can be found in Lyndon's Violence and Harassment Policy and Procedure.

# Lyndon Security Services



## Customer Service Accessibility Standard Training



### The Accessibility of Ontarians with Disabilities Act, 2005 (AODA)

SARNIA  
346 Christina St. N  
Sarnia, ON N7S 5V7

ST. THOMAS  
656 Talbot Street  
St. Thomas, ON N5P 1C9

HAMILTON  
1638 Upper James St., Suite 202  
Hamilton, ON L9B 1K4

## **AODA Customer Service Accessibility Standard Training**

### **Welcome to AODA Training**

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Welcome to the Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Training. Lyndon Security will ensure all Lyndon programs and services are accessible to everyone in the community. Our goal is to ensure all Lyndon personnel have the required training mandated under the Accessibility of Ontarians with Disabilities Act, 2005 (AODA). And provide training on how to deliver the customer service standards.

### **Objectives**

1. Understand the purpose of the AODA and the required customer service standards;
2. How to interact and communicate with people with various types of disabilities;
3. How to interact with people with disabilities who use assistive devices, service animal or a support person;
4. How to use equipment or assistive devices available on your premises;
5. What to do if a person with a particular disability is having difficulty accessing Lyndon services;
6. Understand Lyndon Security customer service standard policies, practices and procedures governing the provision of goods and services to people with disabilities.

### **AODA Overview**

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The Accessibility Standard for Customer Service, Ontario Regulation 429/07 is a law in Ontario with the purpose of developing, implementing and mandating accessibility standards in order to achieve accessibility for persons with disabilities, with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises. The Customer Service standard is simply about understanding that customers with disabilities may have different needs and finding the best way to help them access Lyndon Security services.

### **Facts about disabilities:**

- Approximately 1.8 million Ontarians have a disability (15.5%) of our population
- This will increase as our population ages
- In 2026 approximately 16% of people in Canada will have a disability

### A disability as defined by AODA 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, and 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 or;

- A condition or mental impairment or a development disability, or;
- A learning disability, or a dysfunction in one or more of the process involved in understanding or using symbols or spoken language, or
- 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; (“handicap”).

Accessibility standards will set requirements in a number of other key areas and will be reviewed at least every five years. Whenever new or revised standards are developed under the AODA, Lyndon Security will review and updated this policy as necessary to ensure consistency.

### No More Boundaries (You Tube)

[http://www.youtube.com/watch?feature=player\\_embedded&v=oz0zU\\_cQbFg](http://www.youtube.com/watch?feature=player_embedded&v=oz0zU_cQbFg)

### Understanding Persons with Disabilities

#### Objectives:

- Recognize different barriers faced by persons with disabilities and their specific needs;
- Learn how to interact with people with disabilities;
- Respond appropriately to a customer with a disability

### Understanding Different Types of Disabilities:

#### a. Vision Loss:

The person may have partial vision, so don't assume that they cannot see you. Give clear and precise verbal directions. Avoid saying “over there”, or using gestures as directions.

#### b. Hearing Loss:

Don't shout; ask “how can I help?” You might need an alternative form of communication. You may need to conduct your conversations in writing using pen and paper. Make sure the person can see your full face in order to help with lip reading.

#### c. Deaf-Blind:

Don't assume a deaf-blind person has no vision or hearing. Not all vision or hearing loss is complete. Identify yourself to the person's intervener when you initially approach the person, but then speak directly to the person who is deaf-blind.

**d. Mental Health Disabilities:**

Remain patient. Allow the person the time to process information and get their message across. If the person appears to be in crisis, ask them how you can best help them.

**e. Speech and language Impairments:**

Be patient if they speak slowly or with a stutter. It is insulting for the person if you cut them off to complete their sentences. Ask closed questions that can be answered with a “yes” or “no”. Don’t assume a person with speech impairment must also have a developmental disability.

**f. Intellectual or Developmental Disabilities:**

Provide information in manageable chunks. Don’t overwhelm the person with too many details at once. Confirm that the person understands what you have said by having them repeat what you have said back to you in their own words.

**g. Learning Disabilities:**

Allow the person the extra time they need to process the information you have given them. It may take them longer to respond to you. Remain patient and be ready to repeat explanations if necessary.

**h. Physical/Mobility Disabilities:**

Ask before you offer help. Persons with physical disabilities will have their own ways of doing things. Make sure that person with the physical disability is aware of the accessible features available to them (automatic doors, accessible washrooms, elevators, etc.).

**i. Mental Health Disabilities:**

Include anxiety disorders (phobias, panic disorders, obsessive-compulsive disorders) and mood disorders (depression, bi-polar), as well as schizophrenia. You likely won’t know that the person has a mental health disability unless you are informed of it. Usually it will not affect your interaction, however in some cases, it may and you should be prepared for this possibility.

**j. Sensory Disability**

A person with a smelling disability or hypersensitivity to outdoors and smells may have allergies or may be unable to identify dangerous gases, smoke, fumes, and spoiled food. A person with touch disabilities could have numbness and the inability to feel sensations.



Service animal (Shetland pony) (You Tube)



<http://www.youtube.com/watch?v=DiMje3hoilc>

**In General:**

- Speak directly to your person, not their interpreter or support person. Speak normally-not slowly and loudly

- Don't touch or speak to service animals. They are not pets, they are "on the job" and need to be left alone to focus.
- Treat any assistive device the person may be using as part of their physical space and be respectful of it.

## Dated & Derogatory Terminology

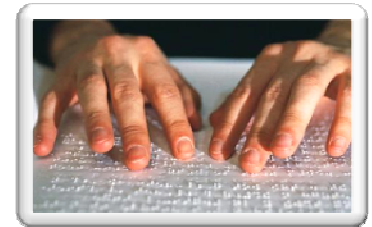
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### Instead of

- Visual Impaired
- Confined to wheelchair
- Cripple, cripples, lame
- Deaf (The)
- Hearing Impaired
- Handicapped
- Handicapped parking,
- Handicapped bathrooms
- Mentally retarded

### Use

- Person with impairment
- Person who uses a wheelchair
- Person mobility impairment
- Person who is deaf
- Person who is hard of hearing
- Person with a disability
- Accessible parking
- Accessible bathrooms
- Person with an intellectual disability



## Providing Customer Service to Persons with Disabilities

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Ensure that all persons receive the same value and quality. Remember to treat all people with disabilities the like you would treat everyone else.

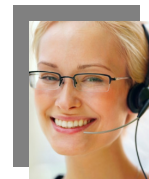
Remember to **T-A-L-K** with them;

- **Take** the time to make a general offer of assistance at the beginning. Learn and understand the needs and requirements of persons with disabilities when they enter your office or service centre. They have the same needs as persons that do not have disabilities.
- **Ask**, don't assume. Never assist unless asked to, as you would with a person without a disability, unless it is a clear emergency.
- **Listen** attentively and speak directly to the persons who have a disability, instead of their companion/attendant.
- **Know** the accommodations and special services available-be knowledgeable about services that are available in your immediate area and in your community. Remember to ask "May I help you". These are four easy words that convey a great message.



How can I help? (You Tube)

<http://www.youtube.com/watch?v=bARpvRDwiGc>



## What are Barriers

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- **Barriers-** Anything that stops a person with a disability from accessing a service or standard of service available to others or anything that makes it difficult for them to take part in society.

### A Barrier could be:

- Physical or architectural-can include poor lighting, cluttered aisles, counters too high, inaccessible floor displays;
- Information or communication can include small print, websites, understanding signs or directions, complicated fonts;
- Attitudinal-are those that discriminate against people with disabilities. E.g. thinking that people with disabilities are inferior or assuming that a person who has a speech impairment can't understand you;
- Technological-posting documents on websites that cannot be accessed or viewed by people with visual disabilities who are using screen readers;
- Policy or practice-make sure policies and procedures focus on treating everyone fairly.

### What are Impairments?

A reduction in physical or mental function as a result of a medical condition. The medical condition could be caused by an injury, disease or other disorder.

## Interacting with Persons Who Use a Service Animal

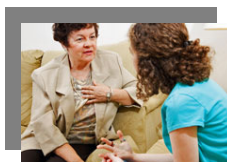
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- Remember that a service animal is not a pet. It is a working animal.
- Avoid touching or addressing service animals- they are working and have to pay attention at all times.
- Avoid making assumptions about the animal. Not all service animals wear special collars or harnesses. If you are not sure if the animal is a pet or a service animal, ask the person.
- Remember your customer is responsible for the care and supervision of their service animal.

## Support Persons

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If a person with a disability is accompanied by a support person, Lyndon Security will ensure that both parties are allowed to enter premises open to the public.



## Interacting with a Person who has a Support Person

A person with a disability might not introduce their support person. Take your lead from the person using or requesting your services. Speak directly to the person not to their support person.

## Assistive Devices

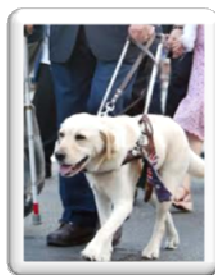
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### What is an assistive device?

An assistive device is a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting. It helps the person to maintain their independence at home, at work and in the community.

### How do I interact with a person who uses an assistive device?

- Many persons with disabilities will have their own personal assistive devices, such as wheelchairs, scooters or walkers. Don't touch or handle an assistive device without permission.
- If you have permission to move a person in a wheelchair remember to:
  - Wait for and follow the person's instructions;
  - Confirm that the person is ready to move;
  - Describe what you are going to do before you do it;
  - Don't leave the person in an awkward, dangerous or undignified position such as facing a wall or in the path of opening doors.
  - Let the person know about accessible features in the immediate environment (E.g. automatic doors, accessible washrooms).



## Dealing with Difficult Situations

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### REACH

R-recognize the situation

E-evaluate the situation

A-approach the situation with the right attitude

C- control the situation

H-help the customer

- Create a positive atmosphere for persons with disabilities;
- Respect their dignity and independence;
- Ensure an equal opportunity to that given to other to obtain goods and services;
- Allow persons with a disability to benefit from the same services, in the same place, and in a similar way to other persons.

## Placing a Bell Relay Service Call

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Telecommunications Relay Service, also known as TRS, Relay Service, or IP-Relay, or Web-based relay services, is an operator service that allows people who are deaf, hard of hearing, speech disabled or deaf-blind to place calls to standard telephone users via keyboard or assistive device. You can find out more about this service at: [www.bell.ca/specialneeds](http://www.bell.ca/specialneeds)

1. Phone the Relay Service number (1-800-855-0511).
2. Tell the operator your name, the name of the person you are calling and the number you wish to reach.

3. The operator will make the call for you. You speak to the operator as if you were talking directly to the person you are calling. For example, say “Hi, How are you doing?” Do not say “Tell him/her I say hello”.
4. Remember to say “Go Ahead” when you finish speaking, so the person on the other end will know it is their turn to speak.
5. If you normally speak very quickly, the operator may ask you to speak more slowly so your message can be typed while you are speaking. There will be a brief silences as the operator types to the TTY user and the user replies.

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- a. A condition or mental impairment or a development disability, or;
- b. A learning disability, or a dysfunction in one or more of the process involved in understanding or using symbols or spoken language, or;
- c. A mental disorder, or
- d. An injury or disability for which benefits were claimed or received under the insurance plan established under the workplace Safety and Insurance Act, 1997; (“handicap”).

Lyndon Security Services is committed to building on a culture that embraces diversity and strives to provide services in a way that respects the dignity and independence of persons with disabilities. Lyndon is also committed to ensuring that persons with disabilities receive accessible services with the same quality and timelines as other do.

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## **Responsibility-**

### **All Senior Managers and Guards in a Supervisory role shall:**

- a. Monitor and support guards implementing the Accessibility Customer Service Policy;
- b. Facilitate the use by persons with disabilities of their personal assistive devices, service animals; allow access for their support person as outlined below when accessing Lyndon premises open to the public;
- c. Respond to feedback including accessibility-related issues or concerns as outlined below.

### **All Guards shall:**

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### **The Human Resource Administrator shall ensure that processes are put in place to:**

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**Communication**– All Lyndon security guards will communicate with people with disabilities in ways to take into account their disability.

- a. Lyndon Security will provide training to managers, supervisors and guards whose duties involve interaction with the public or other third parties.

**Training**– Lyndon Security will provide training to all employees who participate in the developing the organization's policies and other persons who provide goods, services or facilities on behalf of Lyndon Security. Current guards will receive a Lyndon AODA training package. New guards will undertake training as part of their orientation, if they haven't already done so. Training will be conducted on an ongoing basis when changes are made to these policies, practices and procedures.

As reflected in the on Ontario regulation 429/07, training will cover the following:

- a) A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005; the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07;
- b) Instructions on how to interact and communicate with people with various types of disabilities;
- c) Instructions on how to interact with people with disabilities who;

- I. Use assistive devices;
- II. Require the assistance of a guide dog, service dog or other service animal, or
- III. Require the use of a support person.
- IV. Instructions on how to use equipment or devices that are available that we provide that may help people with disabilities;
- V. Instructions on what to do if a person with a disability is having difficulty accessing your services;
- VI. Instructions on Lyndon's policies, procedures and practices pertaining to providing accessible customer service to persons with disabilities.

Record of Training- Records will be maintained on file indicating the date and training provided.

**Definition-**

**Assistive Devices**—is any device that helps a person with a disability to do everyday tasks and activities. Assistive devices include digital audio players, hearing aids, teletypewriter (TTY) for people unable to speak or hear by phone, mobility devices (such as scooters, walkers or crutches, or white canes, oxygen tanks), and speech generating devices.

Note: Bell has a Relay Service from any phone for free (1-800-855-0511).

Lyndon is committed to serving people with disabilities, who may provide their own assistive device to obtain, to use or benefit from Lyndon's services.

- a. Lyndon will ensure that guards are trained and familiar with various assistive devices that may be used by persons with disabilities while accessing our services. In the event where the assistive device presents concern or when accessibility might be an issue, other reasonable measures to assist him/ her in obtaining, using and benefiting from Lyndon's services.

**Definition-**

**Guide Dog**- is a highly trained working dog that has been trained at one of the facilities listed in the Ontario regulations 58, under the Blind Rights Act, to provide mobility, safety and increased independence for people who are blind.

**Service Animal**- as reflected in Ontario regulations 429/07 indicates that an animal is a service animal for a person with a disability if;

- a. It is readily apparent that the animal is used by the person for reasons related to his or her disability, or
- b. If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

**Service Dog**- as reflected in Health Protection and Promotion act, Ontario regulation 562 a dog other than a guide dog for the blind is a service if;

- a. It is readily apparent to an average person that the dog functions as a service dog for a person with a mental disability; or
- b. 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.

A person with a disability that is accompanied by a guide dog, service animal or service dog may bring their service animal on the parts of our premises that are open to the public unless otherwise excluded by law. Should the animal be excluded from the premises by law Lyndon Security will ensure that other reasonable measures are available to enable the person with the disability to obtain services.

- a. If it is not apparent that the animal is being used by the person for reasons relating to his or her disability Lyndon Security may request verification.
- b. The person that is accompanied by the guide dog, service dog or service animal is responsible for maintaining care and control of the animal at all time.

There are all types of service animals who help people with disabilities other than vision loss. Hearing alert animals help deaf people, or people who are hard of hearing, they are trained to alert an individual to an oncoming seizure, assist people with Autism, mental health disabilities, physical disabilities, and other disabilities.

**Definition-**

**Support Person**-as reflected into the Regulations 427/07, a support person means in relation to a person with a disability, another person who accompanies him or her in order to help with the communication, mobility, personal care, medical needs or access to Lyndon Security’s services.

If a person with a disability is accompanied by a support person, Lyndon Security will ensure that both parties are allowed to enter premises open to the public or other third parties with his or her support person. Lyndon will ensure the person is not prevented from having access to the support person while on our premises. A support person is an individual hired or chosen to accompany a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or access goods or services. The support person can be a paid personal support worker, volunteer, friend or a family member.

**Notification of Disruptions in Services**—Lyndon Security will provide persons with notice in the event of a planned or unexpected disruption to services. Notice will be posted in accessible formats at public premises in a conspicuous place or by other reasonable method, as appropriate.

Notifications will include: Services that are disrupted or unavailable;

- I. Reasons for the disruption;
- II. Anticipated duration;
- III. A description of alternative services or options;
- IV. When disruptions occur the Association will provide notice by-
  - a. Posting notices at public Lyndon Security premises

**Feedback**—Lyndon Security accepts feedback from persons with disabilities on how their needs were met and responds to their feedback, where required.

- a. Feedback forms along with alternative methods of providing feedback such as verbally in person or by telephone or written will be available both upon request. If a method is not suitable, request for another method are accepted.
- b. Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve Lyndon Security services. Where possible complaints will be address immediately. However, some complaints may require more efforts to address and must be reviewed for action.

**Request regarding feedback can be made to:**

Lyndon Security Services, Inc.

Attn: Human Resource Department

346 Christina Street North

Sarnia, Ontario N7T 5V7

Phone – 519-336-6171 Fax – 519-332-8951

Website: [www.lyndonsecurity.com](http://www.lyndonsecurity.com)

**Emergency Situations–**

- a. Lyndon Security will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that individualized information is necessary and Lyndon is aware of the need for accommodation due to the employee’s disability.
- b. If Lyndon personnel receive individualized workplace emergency response information and require assistance, with the employee’s consent, Lyndon will provide the emergency response information. Lyndon will provide emergency information as soon as practicable after becoming aware of the need for accommodation due to the employee’s disability.
- c. The Human Resource Department will maintain on file individual employee emergency assistance requirements to evacuate the building.

**Availability and Format of Documents (Alternative Formats)**

All documents required by the Accessibility for Customer Service, including Lyndon Security’s Accessible Customer Service Policy, notices of temporary disruptions, training records and written feedback process are available upon request, subject to the Freedom of Information and Protection of privacy Act. When providing these documents to a person with a disability, Lyndon will provide the document or the information contained in the document, in a format that takes the person’s disability into account. Requests can be made to the Lyndon office. In the case where documents in alternate formats are needed Lyndon Security may contact Service Ontario Publications to handle requests for alternate format publication using a list of alternate format providers.

Lyndon has establish a third party contact for outsourcing material for captioning, photo/video description and conversion to brail or audio as well as any other formatting that is not feasible to do in house.

**Additional Information**

For more information on the AODA Customer Service Standards, please contact:  
Accessibility for Ontarians with Disabilities Act (AODA) Contact Centre (Service Ontario)  
Toll Free: 1-866-515-2025  
TTY: 416-325-3408/Toll Free: 1-800-268-7095  
Fax: 416-325-3407  
Or visit the following website: [www.AcessON.ca](http://www.AcessON.ca) and [www.mcass.gov.on.ca](http://www.mcass.gov.on.ca)

**Legislative Context****Ontario Human Rights Code**

The Ontario Human Rights Code guarantees that every person has a right to equal treatment with respect to services, goods, facilities and employment.

Lyndon is committed to principles of workplace diversity and social inclusion and will continue to develop and implement workplace diversity and social inclusion principles across all of its policies, procedures, and decisions. For more information on Lyndon Management's response to Harassment and Discrimination complaints can be found in Lyndon's Violence and Harassment Policy and Procedure.

# We Want Your Feedback

## Accessible Services for Persons with Disabilities



Lyndon Security Services, Inc.



SARNIA  
346 Christina St. N  
Sarnia, ON N7S 5V7

ST. THOMAS  
656 Talbot Street  
St. Thomas, ON N5P 1C9

HAMILTON  
1638 Upper James St., Suite 202  
Hamilton, ON L9B 1K4

**Lyndon Security Services, Inc.**  
Attn: Human Resource Department  
346 Christina Street North  
Sarnia, Ontario N7T 5V7

*Lyndon Security is committed to building on a culture that embraces diversity and providing services that are accessible to all.*

### Personal Assistance

Your guide dog, service animal or support person are welcome to visit Lyndon Security locations open to the public.



### Alternate Formats

If you need our publications in a different format, just ask Lyndon Security Management.

*Lyndon Security will ensure that its policies, practices and procedures are consistent with the Accessibility Customer Service principles of dignity, independence, integration and equal opportunity.*

### Service Interruptions

If for whatever reason we have an interruption in our service, we will provide reasonable notice wherever possible.

### Training & Communication

Lyndon personnel are trained to provided services and goods to persons with disabilities.





## In Case of an Emergency...

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**Would you require assistance to evacuate the building at your assigned site? If so, please contact your Supervisor or Lyndon Management. The Accessibility for Ontarians with Disabilities Integrated Standard states that;**

**Workplace emergency response information:**

**27.** (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.

(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.

(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.

(4) Every employer shall review the individualized workplace emergency response information,

(a) When the employee moves to a different location in the organization;

(b) When the employee's overall accommodations needs or plans are reviewed; and

(c) When the employer reviews its general emergency response policies.

(5) Every employer shall meet the requirements of this section by January 1, 2012.

Yes, I may need some assistance in evacuating the building or coping with a workplace emergency.

No, I do not need assistance in evacuating the building or coping with a workplace emergency

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Name (must be legible)

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Date

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Please forward this Acknowledgment to your **Supervisor** or the **Lyndon Office** a copy will be maintained in your personnel file.

**(Sarnia)** F. 519-336-6179

**(St. Thomas)** F. 519-631-4455

**(Hamilton)** F. (905) 318-3331