

Ryerson Human Resources Policy – HRP-011

Accessible Customer Service - Ontario

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1 INTRODUCTION

Ryerson Canada, Inc. ("Ryerson") is committed to meeting its current and ongoing obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and the *Ontario Human Rights Code* or obligations to people with disabilities under any other law.

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

2 SCOPE

This policy applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Ryerson within the province of Ontario.

3 DEFINITIONS

"Assistive Device" – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or telecommunication device.

"Disability" – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- 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, 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,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- 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.

"Service Animal" - an animal used by a person for reasons relating their disability. An animal is a service animal for a person with a disability if,

- the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or

- the person provides documentation from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.

4 GENERAL PRINCIPLES

Ryerson is committed to excellence in serving all customers and adapting services to include persons with disabilities.

4.1 COMMUNICATION

Ryerson employees will communicate with persons with disabilities in a way that considers their abilities while respecting their dignity and independence.

If an accessible format of communication is required, the customer should contact Ryerson in advance so employees can endeavor to acquire a format or accommodation most suitable to you.

4.2 ASSISTIVE DEVICES

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

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

We will ensure that our employees are trained and familiar with various assistive devices we have on site or that may be used by customers with disabilities.

4.3 SERVICE ANIMALS

Ryerson welcomes people with disabilities who are accompanied by a Service Animal. Employees will be properly trained to interact with people who are accompanied by a Service Animal. If it is not readily apparent that the animal is a Service Animal, employees may ask for certification documentation.

It is the responsibility of the person to control the Service Animal. Ryerson employees may ask persons accompanied by a Service Animal to leave the premises under the following circumstances:

- lack of official Service Animal certification/documentation;
- frequent barking or accidents;
- the animal is uncontrollable or aggressive;
- the animal poses a health and safety risk to others.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our services or facilities:

- explain why the animal is excluded;
- discuss with the customer another way of providing goods, services or facilities.

4.4 SUPPORT PERSONS

If a customer with a disability is accompanied by a support person, Ryerson will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed. Where necessary, Ryerson may require the Support Person to sign a Confidentiality or Non-Disclosure Agreement.

4.4.1 FEES FOR SUPPORT PERSONS

Support Persons, when assisting a person with a disability, are permitted at no charge where an admission fee is applicable.

5 DISRUPTIONS IN SERVICE

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Ryerson. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use Ryerson's services, reasonable efforts will be made to provide advance notice. In some circumstances such as unplanned temporary disruptions, advance notice may not be possible. Disruptions will be clearly posted to include the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

5.1 NOTIFICATION OPTIONS

When disruptions occur Ryerson will provide notice (if possible) by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption;
- contacting customers with appointments;
- verbally notifying customers when they are making a meeting or appointment; or
- by any other method that may be reasonable under the circumstances.

6 FEEDBACK PROCESS

Ryerson shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available by contacting Ryerson Canada, Inc.'s Human Resources Department, information below.

Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (handwritten, delivered, website or email), will be available upon request. Ryerson will promptly review and investigate all feedback that comes forward.

6.1 SUBMITTING FEEDBACK

Customers can submit feedback to:

- Human Resources Department
- 416-695-5684
- 1219 Corporate Dr, Burlington, ON, L7L 5V5
- hrcanada@ryerson.com

7 TRAINING

The following individuals will have completed training regarding the AODA, Ontario Human Rights Code, as well as Accessible Customer Service Standards as a tool to educate all on effective communication and practices for an inclusive environment:

- all employees and volunteers;
- anyone involved in developing our policies;
- anyone who provides goods, services or facilities to customers on our behalf.

7.1 TRAINING PROVISIONS

Employees will be trained on accessible customer service as soon as possible, but at least within one (1) month after being hired. Training will include:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard;
- Ryerson's policies 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;
- how to use the equipment or devices available on-site or otherwise that may help with providing services or facilities to people with disabilities;

- what to do if a person with a disability is having difficulty in accessing Ryerson's services or facilities.

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

8 AVAILABILITY AND FORMAT OF DOCUMENTS

Ryerson shall notify customers that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Ryerson, intranet and/or any other reasonable method.