



Policy Section: Corporate - 1a. General

Prepared By: T. Harrold

Effective Date: 03/01/2011

Revision Date: 10/30/2025

Policy Number: P115

Subject: Accessible Customer Service

Purpose

AON is committed to providing outstanding customer service in a way that respects the dignity and independence of people with disabilities. This policy outlines accessibility standards for customer service at AON, in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario Regulation 191/11 - Integrated Accessibility Standards (Part IV.2: Customer Service Standards).

Scope

This policy applies to all AON Group of Companies employees.

Policy

AON will make every reasonable effort to:

- Provide its goods, services, and facilities in a manner that respects the dignity and independence of people with disabilities.
- Give people with disabilities equal opportunity to access AON's services, and in a similar way, as other customers.
- Communicate with people with disabilities in ways that consider their disability.
- Integrate accessibility into the design and delivery of our customer service wherever possible.

Procedures

Assistive Devices

AON is committed to serving persons with disabilities who use assistive devices in all AON properties unless those devices are otherwise prohibited by law (e.g. health and safety reasons). Where an assistive device is not available, or not sufficient to provide full access to a service, assistance will be provided as appropriate to the situation.



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Service Animals

Service Animals are permitted in resident customer/areas throughout AON premises, except where prohibited by law (e.g., food preparation areas). Where it is not readily apparent that an animal is a Service Animal, staff may request written verification that the person requires the animal for reasons related to the disability, as per legislated guidelines.

Service animals must be supervised by their owners and be kept in control at all times. People accompanied by service animals are responsible for their care and supervision. AON will not accept responsibility for service animals' care while the animal is on the premises. It is the owner's responsibility to make arrangements for their animals' care.

Support Persons

If a person with a disability requires a support person, the support person will be granted access to all areas of the premises to which the customer/resident is entitled access and the customer/resident with a disability will not be prevented from having access to the support person while on the premises.

Notice of Temporary Disruptions

In the event of planned or unexpected disruption to facilities or services usually used by people with disabilities, AON will provide prompt notice. The notice will include information about the reason for the disruption, its expected duration, and a description of alternative facilities or services available, if any. Notices will be posted in conspicuous places on the premises or by other reasonable methods.

Training

Training will be provided to all employees and volunteers who deal with the public and all those who are involved in the development of customer service policies and procedures. This is the responsibility of the immediate supervisor for the operation in question.

The training will include:

- Review of the purposes of the AODA and the requirements of the Integrated Accessibility Standards Regulations (IASR) Customer Service Standards;
- Review of this policy;
- Instruction on how to interact and communicate with people with various disabilities
- Instruction on how to interact with people with disabilities who use assistive devices or who require the assistance of a service animal or a support person;
- What to do if a person with a disability is having difficulty accessing AON's services or facilities.



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The training will be provided to each employee as soon as practicable after he or she is assigned the applicable duties. Training will also be provided on an ongoing basis in connection with changes to the policies and procedures governing the provision of services to persons with disabilities.

Supervisors will keep records of the training provided under this policy, including the dates and the individuals to whom it is provided.

Feedback Process:

AON's goal is to meet the expectations of people with disabilities who use our services. Comments regarding how well those expectations are being met are welcome and appreciated. Feedback may be made in person or by telephone at the AON location in question, in writing, or by e-mail at info@aoninc.com. If one of these methods is not suitable a customer may request another method.

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Cross Reference:

1. P207 - Accessible Employment