

AODA Customer Service Policy

Providing Goods, Services or Facilities to People with Disabilities

TMP is committed to meeting its current and ongoing obligations under the *Ontario Human Rights Code* respecting non-discrimination.

TMP 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.

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

TMP is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are 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 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 goods, services or facilities.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or 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.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

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.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

Support Persons

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter TMP's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities or services usually used by people with disabilities TMP will notify employees promptly. This notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Training

TMP will provide training to employees, volunteers and others who deal with the public or other organizations on behalf of the Company and all those who are involved in the development and approval of customer service policies, practices and procedures.

This training will be provided to employees during the first day of work.

Training will include:

- An overview of this policy
- 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
- What to do if a person with a disability is having difficulty on TMP's premises.

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

Feedback Process

TMP welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

TMP will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Goal

The ultimate goal of TMP is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. This policy exists to achieve service excellence to customers with disabilities.