

	DENSO NA MANAGEMENT MANUAL POLICIES AND GUIDELINES	Date Issued [Original Issuance]	3-PRO- 00001496
		Date Revised 6/24/2021	
		Review Period (Years): 3	
Level / Section Level 3 Procedures		Title Accessible Customer Service	
Owner Dept	HR (DMCN-0510)		
Written	Checked	Approved	
Sonya O'hearn	Dan Maycock	John Klassen	

1.PURPOSE:

DMCN is committed to providing a welcoming, accessible, and inclusive environment for all persons with disabilities in a way that is respectful of the dignity and independence of people with disabilities and in a manner which takes into account the person's disability and embodies the principles of integration and equal opportunity. DMCN will identify and to the extent possible, prevent and eliminate barriers experienced by persons with a disability.

The policy is to provide guidelines for the delivery of DMCN's services to people with disabilities, in compliance with the requirements of under the Accessibility for Ontarians with Disabilities Act, 2005, Ontario Reg 429/07.

2.SCOPE:

This policy applies to all DMCN Associates including Permanent, Full Time, Part Time, Contract, Student, Temporary and other Associates who perform work at our facility.

3. PROCESS FLOW – ACTIONS & RESPONSIBILITIES:

DMCN 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:

Use of Support Persons:

DMCN is committed to welcoming people with disabilities who are accompanied by a support person.

- If a person with a disability is accompanied by a support person, DMCN shall consult with the person with a disability to understand their needs, consider health and safety to ensure that both persons are permitted to enter the premises together and the person with a disability is not prevented from having access to the support person while on the premises.

Use of Service Animals:

DMCN is committed to welcoming people with disabilities who are accompanied by a service animal.

- If a person with a disability is accompanied by a guide dog or other service animal, DMCN shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises. If a service animal is excluded by law from the premises, DMCN shall ensure that other measures are available to enable the person with disability to obtain, use or benefit from DMCN's services.
- If it is not readily apparent that the animal is a service animal, DMCN may ask the person with a disability to provide documentation from a regulated health professional which will confirm the person needs the service animal for reasons relating to their disability.
- It should be noted that it is the responsibility of the person with a disability to ensure that his or her service animal is under control at all times.

Assistive Devices:

DMCN is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from DMCN services/programs.

- DMCN will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services/programs offered
- Should a person with a disability be unable to access DMCN services/programs through the use of their own personal assistive device, DMCN will make every reasonable effort to work with the individual.

Notice of Temporary Disruptions:

If there is a temporary disruption DMCN shall make every reasonable attempt to give notice of the disruption. Notice of the disruption will include information about the reason and its anticipated duration and a description of alternatives. This notice may be given by posting the information in a conspicuous place on the DMCN premises or by such other method as is reasonable in the circumstances.

Associate Training:

DMCN shall ensure that all associates are trained about the provision of services to persons of disabilities. The training will include the purpose of the Accessibility for Ontarians with Disabilities Act 2005, the requirements of this policy and instruction about the following matters,

- How to interact and communicate with person with various types of disability;
- How to interact with person with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person;
- The training must be provided to each associate as soon as practicable after he or she is assigned the applicable duties;
- Training must also be provided on an ongoing basis in connection with changes to the policies, practices and procedures
- DMCN will maintain records of the details of the training provided, as well as the name of the person and the date the training was completed.

Feedback Process:

Feedback from the public is welcomed by DMCN as it may identify areas that require change and encourage continuous improvements. Feedback from a member of the public about the delivery of services to persons with disabilities may be given by telephone, in person, in writing in electronic format or through other means of communication. Contact Information:

Manager, Human Resources
DENSO Manufacturing Canada, Inc.
900 Southgate Drive
Guelph, ON N1L 1K1
519-837-6510

Responding to Feedback:

Upon receipt of a complaint, DMCN will respond as soon as practicable, and acknowledge receipt of feedback within two (2) days.

4.DEFINITIONS:

Assistive Device

A device used to assist persons with disabilities in carrying out activities or in accessing the services and programs provided by DMCN

Disabilities

According to the Ontario Human Rights Code, a "Disability" is defined as:

a. 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,

b. a condition of mental impairment or a developmental disability,

c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

d. a mental disorder, or

e. 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 Animals:

Service animals are used by people with many different kinds of disabilities. A service animal is defined as “an animal for a person with disability.” In this policy, a service animal is:

- Any animal used by a person with a disability for reasons relating to the disability; or
- Where the person provides a letter from a regulated health professional confirming that they require the animal for reasons relating to their disability; or
- Where the person provides a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school

Support Person:

A "Support Person" accompanies a person with a disability, in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

It is the responsibility of all DMCN Associates to practice excellence in serving all visitors including those with disabilities.

5.REFERENCE:

For detailed definition/term reference please click the icon for Glossary of Definitions

6.REVISION HISTORY:

Date	Change Description	Issued	Reviewed	Approved
03/25/19	No changes made – annual Policy review only.	S. O’Hearn	D. Maycock	R. vanOorschot
06/01/20	No changes made – annual Policy review only.	S. O’Hearn	D. Maycock	J. Klassen