



Accessible Policy For Customers Who May Have Disabilities	
Effective Date: January 1, 2015	Document Type: Policy
Issuing Department: Human Resources	Policy Number: 10.0
Approved by: Senior Director HR	Previous Version: Nov 2, 2011

Introduction

The Government of Ontario supports the full inclusion of persons with disabilities as set out in the Canadian Charter of Rights and Freedoms, Ontario Human Rights Code, the Ontarians with Disabilities Act (ODA), 2001 and the Accessibility for Ontarians with Disabilities Act (AODA), 2005. It is the goal of the Ontario government to make Ontario barrier-free by 2025. As we move closer to that date, Noble will become progressively more accessible and responsive to the needs of persons with disabilities.

This policy has been prepared to outline what Noble will do to comply with the regulation and what our customers may expect from us. The policy is intended to benefit the full range of persons with disabilities, as defined in the Ontario Human Rights Code. Whether a person's disability is apparent or not, everyone should be treated with courtesy, made to feel welcome, and have their need for accommodation respected whenever they interact with our employees.

The following are Noble's commitment to meet the needs of persons with disabilities:

Training for Employees

Noble will provide training on providing customer service to persons with disabilities to all employees who interact with the public or third parties.

New employees and employees who commence new duties that involve interaction with the public or other third parties will undertake training as part of their orientation, if they haven't already done so.

Mandatory Training Includes:

- A review of this policy (The Accessible Customer Service Policy)
- How to interact and communicate with persons with various types of disabilities
- How to interact with persons 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 the provider's premises, or otherwise, that may assist with the provision of goods or services to persons with disabilities



Assistive Devices (Devices used to enable persons with disabilities to increase their independence)

Noble is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services.

Use of Service Animals and Support Persons

Persons with disabilities may bring their service animal on the parts of our premises that are open to the public or other third parties. Noble will ensure that all employees and third parties dealing with the public are trained in how to interact with persons with disabilities who are accompanied by a service animal.

On rare occasions, a manager may determine that a support person is required, or that Noble will communicate with persons with disabilities in ways that take into account their disability. This means employees will communicate in a means that enables persons with disabilities to communicate effectively for purposes of using, receiving and requesting Noble goods and services.

Noble will train employees who communicate with customers on how to interact and communicate with persons with various types of disabilities. A service animal cannot enter an area of the premises consistent with other laws. In these instances, managers will suggest appropriate alternatives and provide assistance.

Any person with a disability who is accompanied by a support person will be allowed to enter Noble's premises open to the public or other third parties 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.

Communication

Noble will communicate with persons with disabilities in ways that take into account their disability. This means employees will communicate in a means that enables persons with disabilities to communicate effectively for purposes of using, receiving and requesting Noble goods and services.

Feedback Process

The ultimate goal of this policy is to meet service delivery expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.



Noble will provide the email address and phone number to customers who would like to provide feedback. If this method is not suitable, customers may request another method. Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve Noble's services.

Where possible, complaints will be addressed immediately. However, some complaints may require more effort to address, and must be reviewed for action, possibly at a higher level. Customers can expect acknowledgement of verbal/telephone feedback within two business days, and within fifteen business days of the receipt of a mailed/e-mailed complaint. The acknowledgement must indicate when the matter will be addressed and when the customer will be notified. Feedback/response will endeavour to be in a format that is accessible to the complainant.

Notice of Temporary Disruptions

Noble will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. This notice will include information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services available (if any). The notice will be placed at all public entrances and service counters on our premises.

Questions about This Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, if the purpose of this policy is not understood, or to receive a copy of this policy, please contact Noble's Human Resources Department at AODA@noble.ca.