



## **Accessibility Policy: The Customer Service Standard**

### **Purpose**

The goal of The Accessibility for Manitobans Act (the “AMA”) is to achieve accessibility by preventing and removing barriers that may impede people in Manitoba from accessing goods and services available to Manitobans generally, including the obligation to make reasonable accommodations. Consistent with best practices, our goal is to meet and exceed the requirements of the AMA by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability. The Customer Service Standard (the “Standard”) has been established under the AMA to ensure goods and services are, where possible, equally accessible to every member of the public.

### **Commitment to Accessibility**

At Innovair Group (the “Company”), we are committed to providing a barrier-free environment for our all. The objective of this policy (the “Policy”) is to ensure we meet the requirements of the AMA and the Standard and promote the underlying core principles of accessibility.

We are committed to developing customer service policies and practices that respect and promote the dignity and independence of people with disabilities. We are committed to identifying barriers that may impede individuals from accessing the products and services we provide, and we will continue to seek to remove those existing barriers that we are responsible for so that all persons reasonably expected to seek to obtain, use or benefit from our products and services can do so.

The Company strives to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our products and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

### **Core Principles of this Policy**

We endeavour to ensure that the Policy and related practices and procedures are consistent with the following four principles:

- **Access:** Persons should have barrier-free access to places, events and other functions that are generally available in the community;
- **Equality:** Persons should have barrier-free access to those things that will give them equality of opportunity and outcome;
- **Universal design:** Access should be provided in a manner that does not establish or perpetuate differences based on a person's disability;



- **Systemic responsibility:** The responsibility to prevent and remove barriers rests with the person or organization that is responsible for establishing or perpetuating the barrier.

### **Commitment to Excellence**

Company is committed to excellence in serving all of our customers including those with disabilities and we will carry out our functions and responsibilities as follows:

- **Communication:** We will communicate with people with disabilities in ways that take into account their disability.
- **Telephone services:** We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by email or regular mail if telephone communication is not suitable to their communication needs or is not available.
- **Assistive devices:** We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our products and services. Where applicable, we will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.
- **Service animals and support persons:** We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff and volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

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 the Company'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:** The Company will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice may be placed at our premises, as well as our respective web sites, if applicable.



- **Training for staff:** The Company is committed to providing training to all staff members on serving customers with disabilities and will document all training. The Company will document such training in compliance with the Standard and will ensure, past November 1, 2018, that all new hires will receive Accessibility Awareness training within the first two months of their employment with us.
- **Feedback process:** Comments on the accessibility of our products and services are welcome and appreciated. Feedback regarding the way the Company provides goods and services to people with disabilities can be made:
  - By email to: [Accessibility@innovairgroup.com](mailto:Accessibility@innovairgroup.com)
  - By fax to: 204.788.4658
  - By telephone to: 204.772.9476
  - In writing to:  
Attention: Accessibility Team, Innovair Group  
150 McPhillips St.  
Winnipeg, MB  
R3E 2J9
  - On our website ([www.innovairgroup.com/accessibility](http://www.innovairgroup.com/accessibility)) by completing a fillable form

Accessible formats and communication supports are available on request. All feedback, including complaints, will be directed to our Accessibility Team. Persons who provide us with feedback can expect to hear back from us within 15 business days. The Accessibility Team will document any resulting actions from feedback received.

- **Notice of Availability:** The Company will notify the public that our documents related to accessible customer service, including documents setting out our resulting actions, are available upon request by posting a notice on our respective Company website found via [www.innovairgroup.com](http://www.innovairgroup.com).
- **Modifications to this policy:** We are committed to developing customer service policies that respect and promote the principles of access, equality, universal design and systemic responsibility for people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.
- **Questions about this Policy:** This policy exists to achieve customer service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, questions may be directed to Human Resources. This policy is available in alternate forms, upon request.