

Policy Related to Accessibility for Ontarians with Disabilities Act (AODA)

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Part I: Purpose & Scope

In accordance with the Ontarians with Disabilities Act (AODA, 2001) and the Accessibility for Ontarians with Disabilities Act (AODA, 2005), NCR Voyix has developed practices and procedures in providing goods and services to people with disabilities in a way that respects the dignity and Independence of people with disabilities. NCR Voyix is dedicated to providing people with disabilities the same opportunity for access and in doing so contributes to an accessible Ontario for all.

Furthermore, such goods and services will be provided in accordance with the spirit and intent of all applicable legislation including the AODA, the Ontario Human Rights Code, the Occupational Health and Safety Act, and the Ontario Building Code Act.

The purpose of this Policy/Procedure is to ensure that all employees are aware of their obligations with respect to the Accessibility for Ontarians with Disabilities Act (AODA, 2005). This policy/procedure applies to all persons employed by NCR Voyix, including, but not limited to employees who are permanent full-time, permanent part-time (24 hours per week or more), contractors (who are employed through external agencies) co-op students, and consultants.

Part II: Definitions

1. DISABILITY

For the purpose of this policy, the term "disability" includes:

- 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 coordination, blindness or visual Impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or another 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.

2. SERVICE ANIMAL

An animal that is a service animal for a person with a disability:

- a. If it is readily apparent that the animal is used by the person for reasons related to his or her disability; or
- b. If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability.

"Service animal" also includes a guide dog as defined under the Blind Persons' Right Act Section 1.

3. SUPPORT PERSON

A "support person" is a person who 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. The support person could be a paid personal support worker, a volunteer, a friend, or a family member. He or she does not necessarily need to have special training or qualifications.

Part III: Assistive Devices

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

We will endeavour to become familiar with the various assistive devices used by people with disabilities and will be flexible in facilitating their use by people with disabilities to access our goods and services.

We will ensure our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Part IV: Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal or support person.

We are committed to ensuring our employees are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Any person with a disability, who is accompanied by a support person, unless otherwise prohibited by law, will be allowed to enter all areas of the premises owned or operated by NCR Voyix 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.

Part V: Notice of Temporary Disruption in Service

NCR Voyix will post timely public notice of a current or anticipated disruption in any facilities or services we provide to enable people with disabilities to access our services.

This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

Part VI: Training of Employees

NCR Voyix will provide training to:

- All its employees, students, volunteers, agents, contractors, and others who could reasonably be expected to interact with the public or third parties on behalf of NCR Voyix.
- All those who are involved in the development, approval, monitoring or implementation of customer service policies, practices, and procedures about the provision of goods and services to the public and/or third parties.

This training will be provided as a condition of employment to all new staff and on an ongoing basis for staff to ensure all staff stays current with any policy or procedural changes as it relates to the AODA, CSS.

The training will include:

- a. The purpose of the Accessibility for Ontarians with Disabilities Act (AODA, 2005) and the requirements of its Customer Service Standards.
- b. How to interact and communicate with people with various types of disabilities.
- c. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or the assistance of a support person.
- d. How to use assistive devices available on NCR Voyix premises that may help with the provision of goods or services to a person with a disability.
- e. What to do if a person with a disability is having difficulty accessing goods and services at NCR Voyix.
- f. Current policies, practices and procedures relating to the customer service standard.

Part VII: Feedback Process

NCR Voyix values feedback from customers with disabilities. Comments on our services regarding how well expectations are being met are welcomed and appreciated.

Comments on our services regarding the way NCR Voyix provides goods and services to people with disabilities can be made by contacting the NCR Voyix mailbox. Customers can expect to hear back within 5 business days.

The feedback process can be provided verbally in person, in writing, or by email.

By mail: 6865 Century Avenue
Mississauga, ON L5N 2E2

By email: AODA.Requests@ncrvoyix.com

Part VIII: Modifications to the Policy

NCR Voyix is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities.

NCR Voyix is responsible for reviewing this Policy annually and recommending amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations. NCR Voyix will provide advice and direction on the implementation of this Policy.

Supervisors and managers will ensure that they and their employees are familiar with this Policy.

This Policy will be available in alternative formats upon request.

Part IX: Monitoring and Contraventions

Supervisors and managers will monitor current practices to ensure compliance. Failure to comply with this Policy may result in disciplinary action up to and including dismissal.