

Serco Canada Inc. Driver Examination Services

Accessibility Standards for Customer Service

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Accessibility Standards for Customer Service

Our Commitment

Serco Canada Inc. strives to provide goods and services in a respectful, accessible, and equal manner to all customers, including persons with disabilities. Persons with disabilities will benefit from the same services, at the same locations, and in a similar manner, as other customers. It is the commitment of Serco Canada Inc. to provide equitable treatment with respect to providing our goods and services without discrimination in accordance with the provisions of the Ontario Human Rights Code.

When providing our goods and services to a person with a disability, we are committed to following the guidelines under the Accessibility Standards for Customer Service which are found in Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005. The four core principles of that Regulation are:

- **Dignity** – Service will be provided in a method that allows a person with a disability to maintain self-respect and the respect of others.
- **Independence** – An environment will be provided that allows a person with a disability to access our services without help from others.
- **Integration** – A person with a disability will be able to benefit from the same services as others. An alternative method will only be used when it is necessary to allow a person with a disability to access our goods and services. If we are unable to remove a barrier, we will offer other methods to provide services to people with disabilities, while maintaining these principles.
- **Equal Opportunity** – The same methods will be used for provision of goods and services to persons with disabilities such that they have the same opportunity as others to access our goods and services.

REFERENCES

- This policy has been developed in accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11 (AODA)*. The regulation requires accessibility standards for customer service if the organization provides goods or services to the public or other third parties.
- *Human Rights Code, R.S.O. 1990, c. H. 19*

DEFINITIONS

Disability – 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,

- (a) a condition of mental impairment or a developmental disability,
- (b) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (c) a mental disorder, or
- (d) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”)

Customer – people who receive goods or services from Serco Canada Inc.

Persons with Disabilities – Individuals who have a disability as defined under the Ontario Human Rights Code.

Barrier – Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy and/or a practice.

Accessible – accessibility is the degree to which a product, device, service, environment, or facility is usable by every person, including persons with disabilities.

Goods and Services – The goods (i.e., documentation) and services provided by Serco Canada Inc.

Assistive Devices – a device used to assist a person with a disability in carrying out activities or in accessing the services of persons or organizations covered by the customer service standard. (i.e., canes, hearing aids, wheelchairs, etc.)

Service Animals – is an animal for a person with a disability:

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

Guide Dog – is dog trained as a guide for a blind person and has the qualifications prescribed by the regulations of the Blind Persons’ Rights Act.

Support Person – is an individual hired or chosen by a person with a disability to accompany him or her to help with communication, mobility, personal care, medical needs or with access to goods or services.

Premises – includes the buildings, land, or grounds where goods or services are provided.

Board of Advisors – will consist of incumbents from the following positions: Quality and Corporate Assurance Director, Human Resources Manager, Operations Standards and Training Manager, Governance and Stakeholder Director, SGT Operations Manager and Director of Operations. An assigned designate can replace an advisor on a short term/temporary basis in the event the advisor is unavailable.

SGT – refers to Security Guard Testing

RESPONSIBILITIES

All Employees

It is the responsibility of all employees to comply with this policy and procedure and to complete the required training. All employees must also escalate any requests for accommodation and/or complaints that they are unable to respond to their Supervisor and/or Manager.

Accommodation Needs

- All employees are required to escalate customer's accommodation requests and customer complaints **when required** to the appropriate parties as outlined under this policy.

Communication

DriveTest/SGT

- All employees will communicate with a person with a disability in a manner that takes into account his or her disability and offer communication methods that are suitable to their communication needs (i.e., e-mail, telephone, or in-person, etc.)
- All employees who communicate with customers will be trained on how to address and communicate effectively and appropriately with persons with various types of disabilities as outlined in O. Reg. 429/07, s. 6.
- If communication is not suitable to the customers' needs, employees are responsible to offer an alternative form of communication that will take into consideration the customer's disability. If more information is required, the customer will be directed to the following email address AODA@drivetest.ca.

Assistive Devices

- Serco Canada Inc. is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from the goods and services that are offered. All employees will be trained on and familiar with various assistive devices that may be used by customers with disabilities while accessing all goods and services.
- It is the responsibility of the person with a disability to ensure that his or her own assistive device is operated in a safe manner at all times.

Use of Service Animals and Guide Dogs

- Serco Canada Inc. is committed to welcoming persons with disabilities accompanied by their guide dog or service animal in those areas of the company premises that are open to the public and other third parties, unless the animal is otherwise excluded by another law.
- A service animal may also be permitted in the vehicle during a road test provided the animal does not pose a health and safety risk to the customer, Driver Examiner, or other road users. Examples which may pose a health and safety risk include, but are not limited to aggressive or disruptive service animal behaviour, communicable disease (e.g., rabies, fleas, etc.) Approval can be provided in advance by emailing AODA@drivetest.ca or on the day of the road test by requesting accommodation with the Driver Examiner. If a service animal cannot be readily identified, DriveTest reserves the right to request documentation from a regulated health professional as per the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) to continue with the accommodation.
- If the animal is excluded by law, Serco Canada Inc., where applicable, will offer alternative methods to enable the person with a disability to access goods and services.
- All employees will be trained on the different types of service animals, as well as how to properly interact with individuals using service animals.

Support Person(s)

- Serco Canada Inc. is committed to welcoming persons with disabilities who are accompanied by a support person. A person with a disability will be allowed to enter Company premises that are open to the public or 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 the premises. Support persons would not be permitted in the vehicles during a road test as per the Ministry of Transportation Ontario policies. However, support persons can assist the individual to get into the vehicle.
- Serco Canada Inc. will require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

Testing Accessibility

Drive Test/SGT

- Serco Canada Inc. is committed to serving persons with disabilities and as such each DriveTest Centre location will be equipped with a designated wheelchair accessible station for the knowledge testing area.

- For vision testing, screens can be moved as required, by simply unplugging the device and moving it into the desired location. Cameras can also be adjusted, if needed, by simply moving the device to the desired height.
- **Alternative Testing Formats:** Serco Canada Inc. is committed to serving persons with disabilities and as such offers alternative testing formats as well as additional material, if required.
- Serco Canada Inc. is committed to ensuring that individuals requiring medical accommodations during their testing session are served in a timely manner ensuring all required accommodations are given.

Notice of Temporary Disruption of Service

- As outlined in O. Reg. 429/07, s. 5, Serco Canada Inc. will provide notice when facilities or services for which people with disabilities rely on to access or use goods or services are temporarily disrupted. The Supervisor and/or Manager will place the notice in a conspicuous place in areas open to the public or third parties. The notice will include the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Modifications to this Policy and other Policies

- Serco Canada Inc. will reassess how we provide goods and services to persons with disabilities as often as is necessary to ensure our goods and services are fully accessible. No changes will be made to this policy or other policies before considering the impact on persons with disabilities.

Feedback Process

- In compliance with the AODA Customer Service Standard, feedback can be made through email (AODA@drivetest.ca); a customer comment card, through a Customer Feedback Form, a paper customer survey, via telephone to the call centre (888-570-6110 or 647-776-0331) and through the Company website (www.DriveTest.ca).
- Complaints regarding this procedure will be presented to the Board of Advisors to address the concern.

Training

- All employees will be trained on this policy and Serco Canada Inc. will maintain accurate records of training delivered to all employees. These records will be made available upon inspection as may be required.
- Training will be provided to each new employee during the orientation program. All employees are also required to complete refresher training, every 3 years. All training will follow the guidelines as per O. Reg. 429/07, s. 6 and be coordinated by the Training Department.

Notice of Availability of Documents

- Supervisors and Managers will ensure that this procedure is posted in a conspicuous place at each DriveTest Centre, along with applicable policies and plans.
- A copy of the document will be made available to a customer in a format that considers the person's disability.