# Accessibility for Ontarians with Disabilities Accessibility Policy

Purpose and Application

Under the *Accessibility for Ontarians with Disabilities Act (AODA),* 2005 all municipalities must meet the requirements of accessibility standards established by regulation. This policy establishes the accessibility standards for customer service for Kelly Services (Canada), Ltd., in accordance with Ontario Regulation 429/07 and training will include the requirements of this Regulation. This policy applies to all employees of Kelly Services (Canada), Ltd. agents, volunteers and contracted service staff.

Definitions

**Accessible:** Customer service is provided in a manner that is capable of being easily understood or appreciated; easy to get at; capable of being reached or entered; obtainable.

**Disability:** Kelly Services uses the Ontario Human Rights Code’s definition of “disability”. This definition includes but is not limited to physical, mental health, developmental and learning disabilities. A disability may be visible or not visible.

**Service Animals:** For the purpose of this policy, a “service animal’ is defined as either:

1. A “guide dog”, as defined in section 1 of the Blind Persons’ Rights Act; or
2. A “service animal” for a person with a disability if it is readily apparent the animal is used by the person for reasons relating to his/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.

**Support Persons:** A support person is defined as, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care of medical needs or with access services.

Policy Statement

Kelly Services (Canada), Ltd. is committed to providing exceptional and accessible service for its customers. Goods and services will be provided in a manner that respects the dignity and independence to all customers. The provision of services to persons with disabilities will be integrated wherever possible. Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from the goods and services provided by and on behalf of Kelly Services (Canada), Ltd.

Policy Requirements

1. **Accessibility Training** 
   1. Every person who deals with members of the public or who participates in developing Kelly Services (Canada), Ltd.’s policies, practices and procedures governing the provision of goods and services to the public; including Company staff, volunteers, agents, contractors and others who provide service on behalf of Kelly Services (Canada), Ltd. will receive training regarding the provision of goods and services to persons with disabilities.
   2. The training will include the following information:

* The purposes of the Accessibility for Ontarians with Disabilities Act;
* 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 support person;
* How to use equipment made available by the Company to help people with disabilities to access goods and services;
* What to do if a person with a disability is having difficulty accessing services.
  1. Training will be provided to each person according to his or her needs and duties. Training for full-time employees will be incorporated into the new hire training matrix and will be included in the Hiring process for temporary employees. Previous training for temporary employees will also be accepted. Training will also be provided on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods or services to persons with disabilities. A record of the dates on which training is provided and the number of individuals to whom it is provided will be kept.

1. **Accessibility Feedback Process**

Kelly Services (Canada), Ltd. accepts feedback from the public in a variety of methods including:

* Phone;
* In person;
* Email (compliancecanada@kellyservices.com)
* Through feedback forms.

All feedback is reviewed by the Manager, Regulatory Compliance and HR department. Complaints are investigated and follow up is provided to the customer if requested.

1. **Use of Service Animals and Support Persons**
2. If a person with a disability is accompanied by a guide dog or other service animal, Kelly Services (Canada), Ltd. will ensure the person is permitted to enter a Kelly Services (Canada), Ltd. facility with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law. Where a service animal is excluded by law, Kelly Services (Canada), Ltd. will ensure that other measures are available to enable the person with a disability to obtain, use and benefit from the Company's goods and services. The service animal must be under the care and control of the individual at all times.
3. If a person with a disability is accompanied by a support person, Kelly Services (Canada), Ltd. will ensure that both persons are permitted to enter a Kelly Services (Canada) Ltd. facility, and the person with a disability is not prevented from having access to the support person. Kelly Services (Canada), Ltd. may require a person with a disability to be accompanied by a support person when in a Company facility, 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 in the facility. If an amount is payable by a support person for admission, or otherwise, to a premise, Kelly Services (Canada), Ltd. will ensure notice is given in advance about the amount.
4. **Assistive Devices**

Kelly Services will allow people with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the company. Should a person with a disability be unable to access our services through the use of their own personal assistive device, Kelly Services will assess the delivery and potential service options to meet the needs of the individual.

1. **Notice of Temporary Disruptions**

Kelly Services (Canada), Ltd. shall provide notice of disruption of services to the public. Any Notice of Disruption will contain the following:

* Reason for the disruption;
* Anticipated duration;
* Alternative facilities or services.

Company staff will provide such notice in at least one of the following three methods:

• Notice physically posted at the site of the disruption;

• Notice on Company website;

• Notice in local newspaper.

1. **Notice of availability of documents**

Kelly Services (Canada), Ltd. will provide the public notice of the availability of the documents, required by the Accessibility Standards for Customer Service, (O. Reg. 429/07) upon request. Notice of availability will be provided on Kelly Services (Canada), Ltd. web site and through other printed methods.

1. **Format of documents**

If Kelly Services (Canada), Ltd. is required, by the Accessibility for Ontarians with Disabilities Act, 2005, to give a copy of a document to a person with a disability, the Company will take into account the person’s ability to access the information and will provide the document or information contained in the document in a format that meets those needs as agreed upon with the person.

Contact

For more information or to provide feedback about Kelly’s accessibility policy, please:

* call us toll free at 1-888-325-2494 (locally in the Greater Toronto Area at 416-368-1058), or
* send an email to [compliancecanada@kellyservices.com](mailto:compliancecanada@kellyservices.com)