



## HR Policy



**Guide dog:** A highly trained working dog that has been trained at one of the facilities listed in U) caā Ū^\* v |aeā } Á Ì Á } a^! Á @ Á Ōjā ā Ū^! • [ ] • q Ūā @ Á Bcā Á | [ caā^ Á [ àāc Ē æ^c Ēā } ā Á increased independence for people who are blind.

**Service animal:** A service animal for a person with a disability if:

- The animal can be readily identified as one that is being used by the person for reasons |^|aeā \* Á Á @ Á ^! • [ ] • q Ūā æāāc Ēā Áā^• v |c Ącā v cā ā Bae | • Á ~ @ae Á @ Á^• c Ą | Á @e } ^•• Á worn by the animal; or
- The person provides documentation from a member of one of the following regulated health professional colleges confirming that the person requires the animal for reasons relating to the disability:
  - o College of Audiologists and Speech-Language Pathologists of Ontario;
  - o College of Chiropractors of Ontario;
  - o College of Nurses of Ontario;
  - o College of Occupational Therapists of Ontario;
  - o College of Optometrists of Ontario;
  - o College of Physicians and Surgeons of Ontario;
  - o College of Physiotherapists of Ontario;
  - o College of Psychologists of Ontario; or
  - o College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

**Support person:** In relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care, medical needs, or access to goods and services.

## Guidelines

### The Provision of Goods and Services to Persons with Disabilities

VEOLIA Water Technologies and Solutions will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- Ensuring that all customers receive the same value and quality;
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services, as long as this does not present a health and safety risk;
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual accommodation needs when providing goods and services; and
- Communicating in a manner that takes into account c@Á & • q { ^! q Áā æāāc Ē

### The Use of Assistive Devices

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Persons with disabilities may use their own assistive devices as required when accessing goods or





animal must be removed from the public area due to a municipal by-law and make alternate arrangements or provide the service outside the public area.

### Recognizing a Guide Dog or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to their disability, VEOLIA Water Technologies and Solutions may request verification from the customer.

### Care and Control of the Animal:

The customer who is accompanied by a guide dog or service animal is responsible for maintaining care and control of the animal at all times.

### Allergies and Other Health and Safety Concerns

If a health and safety concern presents itself, for example, in the form of a severe allergy to the animal, VEOLIA Water Technologies and Solutions will make all reasonable efforts to meet the needs of the customer. However, the Occupational Safety and Health Act requires that accommodations be made on a case-by-case basis, up to the point of undue hardship.

Due diligence needs to be paid to address health and safety requirements. For example, if a safety concern could be seriously affected by the presence of a service animal on the premises open to the public, management must fully analyze all options for safely accommodating the service animal. Options could include creating distance between the two individuals to eliminate in-person contact, changing the time the two individuals receive service, or using air purifiers and other measures to reduce allergen exposure.





verbally can do so by contacting Glenn Vicevic.

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

## **Training**

Training will be provided to:

- Every employee of or a volunteer with VEOLIA Water Technologies and Solutions;
- Every person who participates in developing the policies of VEOLIA Water Technologies and Solutions; and
- Every other person who provides goods, services, or facilities on behalf of VEOLIA Water Technologies and Solutions.

### Training Provisions

Regardless of the format, training will cover the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- A review of the requirements of the customer service standards;
- Instructions on how to interact and communicate with people with various types of disabilities;
- Instructions on how to interact with people with disabilities who:
  - Use assistive devices;
  - Require the assistance of a guide dog or other service animal; or
  - Require the use of a support person (including the handling of admission fees);
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities;
- Instructions on what to do if a person with a disability is having difficulty accessing our services; and
- Policies, procedures, and practices of the company pertaining to providing accessible customer service to customers with disabilities.

### Training Schedule

VEOLIA Water Technologies and Solutions will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents, and contractors during their initial orientation onboarding. Revised training will be provided in the event of changes to legislation, procedures, policies, or practices.

### Record of Training

VEOLIA Water Technologies and Solutions will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

## **Notice of Availability and Format of Documents to Customers**

VEOLIA Water Technologies and Solutions shall notify customers that the documents related to the customer service standards are available upon request and in a format that takes into account the



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## Administration

If you have any questions or concerns about this policy or its related procedures, please contact:

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This policy and its related procedures will be reviewed as required in the event of legislative changes or changes to company procedures.