

## Cintas Canada Limited AODA Policies

### Accessible Customer Service Plan

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#### Providing Goods and Services to people with Disabilities

Cintas Canada Limited (“Cintas”) is committed to excellence in serving all customers, including people with disabilities.

#### Purpose

In fulfilling our mission, Cintas strives at all times 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 goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

#### Definitions

“**Disability**” (as defined by the *Human Rights Code*) means:

- 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 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,
- 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*.

“**Guide dog**” means a dog trained as a guide for a person who is blind or visually impaired.

“**Service animal**” means an animal for a person with disabilities where it is readily apparent that the animal is used by the person for reasons relating to his or her disability or where the person provides a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to the disability.

“**Support person**” means, in relation to a person with disabilities, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

#### Providing goods and services to persons with disabilities

Cintas is committed to excellence in serving all clients, including persons with disabilities, and will carry out its functions and responsibilities by,

- communicating with persons with disabilities in ways that take into account their disability;
- serving persons with disabilities who use assistive devices. Cintas will provide its staff with training on how to use any assistive devices available on Cintas premises;
- ensuring that persons with disabilities who are accompanied by their guide dog or other service animals are permitted to enter the premises of Cintas with the animal and to keep the animal with them, unless the animal is excluded by law from the premises;
- ensuring that persons with disabilities who are accompanied by a support person are permitted to enter the company premises with their support person.

### **Service animals**

A person with disabilities may be accompanied by a guide dog or other service animal when on Cintas premises. In the event that service animals are excluded by law from the premises, Cintas will provide other resources or supports to enable the person with disabilities to access the services and goods offered by Cintas. In the event that it is not easy to identify that an animal is a service animal, Cintas may ask the person with disabilities to provide documentation from a regulated health professional. This documentation must confirm that the person needs the service animal for reasons relating to their disability.

### **Support persons**

Person with disabilities may enter Cintas premises with a support person and have access to the support person while on the premises.

Cintas does not charge fees for support persons.

Cintas may require persons with disabilities to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health and safety of the person with disabilities or the health or safety of others on the premises. Before making a decision, Cintas will consult with the person with a disability to understand their needs; consider health and safety reasons based on available evidence; and determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

### **Notice of temporary disruption**

Cintas 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 will be placed at all public entrances of our premises and/or in another location if practical.

### **Training for staff**

Cintas will provide training to all employees.

Training will include the following:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use the any equipment or devices that assist accessibility that are available for use at Cintas and/or applicable to that employees' role
- What to do if a person with a disability is having difficulty in accessing Cintas' goods and services.
- Cintas' policies, practices, and procedures relating to the customer service standard.

This training will be provided to all new employees during their orientation period upon hire. Staff will also be trained when changes are made to these policies, practices and procedures.

### **Feedback process**

The ultimate goal of Cintas is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

*Individuals may provide their feedback, complaints or questions in person, by telephone, in writing, or by delivering an electronic text by email, to Julia Shore at:*

Telephone: 905-670-4409

Email: shorej@cintas.com

Fax: 905-670-4435

Mail: 6300 Kennedy Rd., Unit 3, Mississauga, ON, L5T 2X5

Accessible formats and communication supports will be made available upon request.

### **Modifications to this or other policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Cintas that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

*Accessible formats of this document are available upon request.*