



## STANDARD OPERATING POLICIES & PROCEDURES Accessibility for Ontarians with Disabilities (AODA)

---

### Contents:

- [Overview](#)
- [Statement of Commitment](#)
- [Scope](#)
- [Definitions](#)
- [General Principles](#)
  - a) [Sales of Goods & Services to Persons with Disabilities](#)
  - b) [The Use of Assistive Devices](#)
  - c) [The Use of Guide Dogs, Service Animals and Service Dogs](#)
  - d) [The Use of Support Persons](#)
  - e) [Notice of Service Disruptions](#)
  - f) [Client Feedback](#)
  - g) [Training](#)
  - h) [Notice of Availability and Format of Required Documents](#)
  - i) [Accessible Employment Standard](#)
- [Administration](#)
- [Service Disruption Poster](#)
- [Client Service Feedback Form](#)

## OVERVIEW

---



This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the sales of goods and services to the public or other third parties, not to the goods themselves.

All products and services provided by Pay2Day Inc. shall follow the principles of dignity, independence, integration and equal opportunity.

---

## STATEMENT OF COMMITMENT

---

Pay2Day is committed to providing a barrier-free environment for all stakeholders including our clients, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)*, and its associated standards and regulations.

Pay2Day understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, Pay2Day is committed to working with the necessary parties to make accessibility for all a reality.

## SCOPE

---

- This policy applies to the sales of goods and services at locations owned and operated by Pay2Day Inc.
  - This policy applies to employee's who work for Pay2Day and have a disability.
  - This policy applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf Pay2Day Inc. This includes when the sales of goods and services occurs off site of Pay2Day Inc. such as in: call centers, vendors, and third party marketing agencies.
  - The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the sales of goods and services that take place at locations owned and operated by Pay2Day Inc.
  - This policy shall also apply to all persons who participate in the development of the Pay2Day Inc.'s policies, practices and procedures governing the sales of goods and services to members of the public or third parties.
- 

## DEFINITIONS

---

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that clients bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- Any degree of physical disability, infirmity(illness), 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 condition of mental impairment or a developmental disability
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- A mental disorder
- 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 – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service 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
- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability

Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability
- The person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog

Support Person – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

## GENERAL PRINCIPLES

---



In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- The Sales of Goods and Services to Persons with Disabilities;
- The Use of Assistive Devices
- The Use of Guide Dogs, Service Animals and Service Dogs
- The Use of Support Persons
- Notice of Service Disruptions
- Client Feedback
- Training
- Notice of Availability and Format of Required Documents
- Accessible Employment Standard

### **The Sales of Goods and Services to Persons with Disabilities**

Pay2Day Inc. 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 clients receive the same value and quality
- Allowing client 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 safety risk
- Using alternative methods when possible to ensure that client's with disabilities have access to the same services, in the same place and in a similar manner
- Taking into account individual needs when providing goods and services
- Communicating in a manner that takes into account the client's disability

## Assistive Devices

### Client's own assistive device(s):

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Pay2Day Inc.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

**Example:** Open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a client with an oxygen tank may involve ensuring the client is in a location that would be considered safe for both the client and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the client.

### Assistive devices provided by Pay2Day:

The following assistive devices are available on a first come, first serve basis and upon request, to assist clients in accessing our goods and services:

- Magnifying Glasses
- Paper & Pens



## Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law.



REMEMBER!

**REMEMBER:** “No pet” policies do not apply to guide dogs, service animals and/or service dogs.

*Dog Owners' Liability Act, Ontario:* If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pitbulls) and a sales of a by-law passed by a municipality relating to these breeds, the sales that is more restrictive in relation to controls or bans on these breeds prevails.

### Recognizing a Guide Dog, Service Dog and/or Service Animal:

**Did you know:** There are no restrictions on what type of animal can be used as a service animal. Service animals can help individuals with vision loss, epilepsy, autism, and anxiety disorder.

Most service animals are identified by a harness or vest or may perform certain task such as opening a door. However, if it is not obvious that the animal is being used by the client for reasons relating to his or her disability, Pay2Day Inc. may request verification from the client, this may include:

- A letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability
- A valid identification card signed by the Attorney General of Canada
- A certificate of training from a recognized guide dog or service animal training school

### Care and Control of the Animal:

**Did you know:** Service animals have a job to do. They are not pets. **DO NOT** touch or address a service animal without the owner's consent. This could distract the animal from their job and jeopardize the client's health and safety.



The client that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

### Allergies:

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Pay2Day Inc. will make all reasonable efforts to meet the needs of all individuals.

### **Support Persons**

If a client with a disability is accompanied by a support person, Pay2Day Inc. will ensure:

- That both persons are allowed to enter the premises together and that the client is not prevented from having access to the support person
- There may be times where seating and availability prevent the client and support person from sitting beside each other. In these situations Pay2Day Inc. will make every reasonable attempt to resolve the issue.
- In situations where confidential information might be discussed, consent will be obtained from the client, prior to any conversation where confidential information might be discussed.

### **Notice of Disruptions in Service**

Service disruptions are when a client is unable to access a service or product due to it being temporarily unavailable. This may occur due to reasons that may or may not be within the control or knowledge of Pay2Day Inc. In the event of any temporary disruptions to facilities or services that client's with disabilities rely on to access or use Pay2Day Inc.'s goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.



**REMEMBER!**

**REMEMBER:** Not everyone is able to read written notices. Employees must be considerate of this and inform clients verbally about the service disruption.

Please refer to the Disruption in Service Notification at the end of this document.

Notifications will include:

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable
- Reason for the disruption
- Anticipated duration
- A description of alternative services or options

Notifications Options:

When disruptions occur Pay2Day Inc. will provide notice by:

- Posting notices in conspicuous places including
  - The point of disruption
  - The main entrance
  - The nearest accessible entrance to the service disruption and/or on the Pay2Day Inc. website
- Contacting client's with appointments
- Verbally notifying clients when they are making a reservation or appointment
- By any other method that may be reasonable under the circumstances.

**Feedback Process**

Pay2Day Inc. shall provide clients with the opportunity to provide feedback on the service provided to client's with disabilities. Information about the feedback process will be readily available to all clients and notice of the process will be made available on our company website, in store in person, or over the phone. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Submitting Feedback:

Clients can submit feedback to:

AODA Officer (Steve Martins)  
35 Van Kirk Dr. Unit 9  
Brampton, ON  
L7A 1A5

Phone: 905-450-2274 Ex. 225

Client's who wish to provide feedback by completing an onsite client feedback form or verbally can do so to at any Pay2Day Inc. location.

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

**Please see the client feedback form at the end of this document.**

**Training**

Training will be provided to:

- All employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Pay2Day Inc.; for example: salespersons, vendors, event operators, call centers and third party marketing agents
- Those who are involved in the development and approval of client service policies, practices and procedures

Training Provisions:

As reflected in *Ontario Regulation 429/07*, 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 *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- 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, service dog or other service animal
- 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 your services.
- Pay2Day Inc.'s policies, procedures and practices pertaining to providing accessible customer service to client's with disabilities.

#### Training Schedule:

Pay2Day Inc. will provide training as soon as is reasonable. Training will be provided to new employees, volunteers, agents and/or contractor who deal with the public or act on our behalf during the orientation period. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

#### Record of Training:

Pay2Day Inc. 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**

Pay2Day Inc. shall notify clients that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the client's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Pay2Day Inc., the Pay2Day Inc.'s website and/or any other reasonable method.

#### **Accessible Employment Standard**

Pay2Day Inc. welcome applications from all people including those with a disability. Accommodations are available upon request for candidates taking part in all aspects of the selection process. We are committed to accommodating employees with a disability while maintaining their independence, equality, and dignity. We do this by creating accommodation plans for each employee based on their specific needs.

## ADMINISTRATION

---

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

AODA Officer (Steve Martins)  
35 Van Kirk Dr. Unit 9  
Brampton, ON  
L7A 1A5

Phone: 905-450-2274 Ex. 225

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

### Referenced Documents:

- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Blind Person's Rights Act, 1990
- Dog Owners' Liability Act, Ontario
- Food Safety and Quality Act 2001, Ontario Regulation 31/05
- Health Protection and Promotion Act, Ontario Regulation 562
- Ontario Human Rights Code, 1990



Dear Valued Customers,

Please be advised that this location is currently unable to provide service due to a technical issue. It is expected that this closure will last for (Enter amount of time i.e. 2 hours, for the remainder of the day, etc).

The following alternative services and options are available:

- (Enter closest location that is open with their store address, phone number and store hours).

We regret any inconvenience this may cause. If you have questions or concerns, please contact AODA Officer at 905-450-2274 Ex. 225.

Thank you for your understanding and patience. We appreciate your business, and look forward to seeing you again soon!

Management



## Client Service Feedback Form

*Thank you for visiting Pay2Day! We value all of our clients and strive to meet the needs of all.*

Please tell us the date and location of your visit:

Date: \_\_\_\_\_ Location: \_\_\_\_\_

**1. Were you satisfied with the customer service we provided you?**

Yes                       No                       Somewhat

Comments:

---

---

---

**2. Was our customer service provided to you in an accessible manner?**

Yes                       No                       Somewhat

Comments:

---

---

---

**3. Did you experience any problems accessing our goods and services?**

Yes                       No                       Somewhat

Comments:

---

---

---

**Contact Information (optional)**

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Thank-you,  
Management