

Accessibility Standard for Customer Service Policy



DragonWave

www.dragonwaveinc.com

1.0 PURPOSE

1.1 This policy and its procedures address the accessibility requirements of DragonWave when providing goods and services in a way that respects the dignity and independence of people with disabilities. DragonWave's Customer Service Standard policy is in accordance with the Accessibility Standards for Customer Service Ontario Regulation 429/07. DragonWave's mission is to strive for excellence 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 the same manner as other individuals

2.0 SCOPE

2.1 This Statement of Policy and Procedure applies to all employees, contractors, customers, or service providers who may provide service to the DragonWave workplace.

3.0 RESPONSIBILITY

3.1 Every employee is responsible to adhere to the guidelines set out in this policy.

3.2 Each manager and/or immediate supervisor is responsible to ensure all employees are trained under Accessibility Standards for Customer Service and this policy, practices and procedures.

4.0 DEFINITIONS

4.1 "Disability" as per the Ontario Human Rights Code means:

- 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 coordination, 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 development disability.
- A learning disability or a 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.

4.2 "Support Persons" are any persons, whether a paid professional, volunteer, family member, or friend, who accompany a person with a disability in order to help with communications, personal care or medical needs, or with access to goods or services.

5.0 POLICY

5.1 DragonWave is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas.

5.2 Assistive Devices

In the context of this policy, assistive devices refers to auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids such as canes, crutches, wheelchairs or hearing aids.

DragonWave is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

DragonWave will ensure that our employees know how to use the following assistive devices available on our premises for customers:

- Elevators
- Automatic door openers (Main entrance)

5.3 Communication

We will communicate with people with disabilities in ways that take into account their disability. This includes training staff who communicate with individuals on how to interact with people with various types of disabilities. Such communication may include email, telephone, our website and other types of printed media.

5.4 Service Animals

In the context of this policy, service animals refer to animals individually trained to do work or perform tasks for the benefit of a person with a disability. DragonWave is committed to welcoming people with disabilities who are accompanied by a service animal on the areas of our premises that are open to the public and third parties. We will also ensure that all employees dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

5.5 Support Persons

In the context of this policy, support persons refers to individuals assigned to support or to perform tasks for the benefit of a person with a disability. DragonWave is committed to welcoming people with disabilities who are accompanied by a support person and such person will be allowed to enter DragonWave's premises with his or her support person. At no time will a person with a disability requiring a support person be prevented from having access to his or her support person while on DragonWave premises.

5.6 Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, such as elevators and automatic doors at both of our Ottawa locations,

DragonWave will notify customers promptly. This clearly posted notice will include information about reasons for the disruptions, its anticipated length of time and a description of alternative facilities or services, if they are available. These notices will be placed at both 411 Leggett Drive and 362 Terry Fox Drive on all public entrances.

5.7 Training for Employees

DragonWave will provide training to all employees, and to all those who are involved in the development and approvals of customer service policies, practices and procedures. This training will be provided within the first month of employment for all newly hired employees.

Training will include:

- The purposes of the AODA 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 support person
- How to use any on site assistive devices on the premises for persons with disabilities
- What to do if a person with a disability is having difficulty in accessing DragonWave's goods and services

Applicable employees will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

5.8 Feedback Process

The ultimate goal of DragonWave 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. Customers who wish to provide feedback on the way DragonWave provides goods and services to people with disabilities can email, verbally suggest, or call to address their concerns. Such feedback, or concerns, can be addressed to the Human Resources Department. Customers can expect to hear back within 2 business days. Complaints will be addressed according to DragonWave's regular complaint management procedures.

5.9 Modifications/Record Keeping

DragonWave is committed to developing policies and procedures that 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. DragonWave will maintain accurate records of training delivered to our employees and make these records available for inspection as may be required.

6.0 Questions

This policy exists to achieve service excellence to individuals with disabilities. If anyone has a question about this policy, or if the purpose of this policy is not understood, an explanation will be provided by Human Resources.