

Accessibility Policy- Customers

JH Staffing Solutions-402

January 2024

JH Staffing Solutions' Accessibility Policy - Customers

STATEMENT OF COMMITMENT 402.1	2
TRAINING 402.2.....	2
COMMUNICATION 402.3	2
SERVICE ANIMALS 402.4	2
SUPPORT PERSONS 402.5	2
NOTICE OF TEMPORARY DISRUPTION 402.6	2
FEEDBACK PROCESS 402.7	3
INFORMATION AND COMMUNICATIONS 402.8.....	3
CHANGES TO EXISTING POLICIES 401.9.....	3

STATEMENT OF COMMITMENT 402.1

JH Staffing Solutions is committed to understand its obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the *Ontario Human Rights Code* or obligations to people with disabilities under any other law.

TRAINING 402.2

JH Staffing Solutions is committed to training all staff in accessible customer service that relates to persons with disabilities, as necessary linked to the nature of its business and the circumstances of the customers that seek to do business with JH Staffing Solutions.

Our training may include but is not limited to the purpose of the *AODA* and the requirements of the Customer Service Standards, our policies related to the Customer Service Standards, best practices interacting and communicating with people with various types of disabilities, whether they use or not assistive devices or require the assistance of a service animal or a support person.

COMMUNICATION 402.3

JH Staffing Solutions communicates with people with disabilities taking into account their disability. And we will work with the person with disabilities to determine what method of communication works for them.

SERVICE ANIMALS 402.4

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties. When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

If service animals are prohibited by another law, we will explain why the animal is excluded and discuss with the customer another way of providing goods, services, or access to facilities.

SUPPORT PERSONS 402.5

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. In certain cases, JH Staffing Solutions might require a person with a disability to be accompanied by a support person for the health or safety reasons of the person with a disability or others on the premises.

NOTICE OF TEMPORARY DISRUPTION 402.6

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, JH Staffing Solutions will notify customers promptly. JH Staffing Solutions will include

in its notice all relevant information that is not commercially sensitive. This may include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

FEEDBACK PROCESS 402.7

JH Staffing Solutions welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Feedback may be provided by emailing [email address] or by dialing [phone number].

INFORMATION AND COMMUNICATIONS 402.8

JH Staffing Solutions have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request. We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide relevant information about JH Staffing Solutions and its services that is not commercially sensitive, in accessible formats or with communication supports in a timely manner, taking into account the person's accessibility needs due to disability.

JH Staffing Solutions would consult with the person making the request in determining the suitability of an accessible format or communication support. If JH Staffing Solutions determines that information or communications are unconvertible, the organization would provide an explanation as to why the information or communications are unconvertible; and a brief of the unconvertible information or communications.

JH Staffing Solutions would make reasonable efforts to meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

CHANGES TO EXISTING POLICIES 402.9

Any policies of this organization that may not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities may be modified or removed.

DEFINITIONS 402.10

Barrier: anything that prevents a person with a disability from accessing JH Staffing Solutions goods and services because of that person's disability.

Customer: includes potential customers.

Disability: Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness.

REFERENCES 402.11

This policy references the following related documents:

1. *Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11*

2. O. Reg. 191/11: Integrated Accessibility Standards
3. JH Staffing Solutions' accommodation policies and practices

ADMINISTRATION 402.12

This policy was first written and implemented on January, 2024. It was developed, updated, and reviewed by JH Staffing Solutions' human resources department.

If customers have a question or comment about the policy, they should contact:

Hr@jhworldservices.com

The policy is reviewed periodically, but at least once every five years.