

**EVERLINK PAYMENT SERVICES INC.**

***POLICIES RELATING TO THE ACCESSIBILITY FOR ONTARIANS  
WITH DISABILITIES ACT, 2005 (AODA) AND THE CUSTOMER  
SERVICE STANDARD***

**[LARGE FORMAT]**

**PUBLIC DOCUMENT:** This document is publicly available to all employees, contractors, suppliers and customers of Everlink Payment Services Inc. Please distribute this document to anyone who wishes to receive it. Additional copies of this document may be obtained at [www.everlink.ca](http://www.everlink.ca).

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## **Overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standard<sup>1</sup>**

### **About the *Accessibility for Ontarians with Disabilities Act, 2005* and the Customer Service Standard**

The *Accessibility for Ontarians with Disabilities Act, 2005* (the “**AODA**” or “**Act**”) is an Ontario statute that allows the government to develop and enforce standards relating to accessibility for people with disabilities. The purpose of the AODA, as set out in Section 1 of the AODA, is:

Recognizing the history of discrimination against persons with disabilities in Ontario, the purpose of this Act is to benefit all Ontarians by,

- (a) developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025; and
- (b) providing for the involvement of persons with disabilities, of the Government of Ontario and of representatives of industries and of various sectors of the economy in the development of the accessibility standards.

The *Accessibility Standards for Customer Service*, O.Reg. 429/07 (the “**Customer Service Standard**”) is a regulation under the AODA that applies to all public and private organizations that provide goods or services in Ontario and has one or more employees in Ontario.

### **Requirements of the Customer Service Standard**

Under the Customer Service Standard, all Ontario organizations having 20 or more employees are required to:

1. Establish policies, practices and procedures on providing goods or services to people with disabilities.

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<sup>1</sup> Ontario. Ministry of Community and Social Services. “Accessibility Standard for Customer Service – employer handbook”. Available: <http://www.mcss.gov.on.ca/en/mcss/>.

2. Use reasonable efforts to ensure that your policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.
3. Set a policy on allowing people to use their own personal assistive devices to access your goods and use your services and about any other measures your organization offers (assistive devices, services, or methods) to enable them to access your goods and use your services.
4. Communicate with a person with a disability in a manner that takes into account his or her disability.
5. Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises you own or operate that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, use other measures to provide services to the person with a disability.
6. Permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.
7. Where admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.
8. Provide notice when facilities or services that people with disabilities rely on to access or use your goods or services are temporarily disrupted.
9. Train staff, volunteers, contractors and any other people who interact with the public or other third parties on your behalf on a number of topics as outlined in the customer service standard.
10. Train staff, volunteers, contractors and any other people who are involved in developing your policies, practices and procedures on the provision of goods or services on a number of topics as outlined in the customer service standard.
11. Establish a process for people to provide feedback on how you provide goods or services to people with disabilities and how you will respond to any feedback and take action on any complaints.

Make the information about your feedback process readily available to the public.

12. Document in writing all your policies, practices and procedures for providing accessible customer service and meet other document requirements set out in the standard.
13. Notify customers that documents required under the customer service standard are available upon request.
14. When giving documents required under the customer service standard to a person with a disability, provide the information in a format that takes into account the person's disability.

### **More Information**

The following resources provide more information on the AODA and the Customer Service Standard:

- The Ontario Ministry of Community and Social Services website:  
<http://www.mcsc.gov.on.ca/en/mcsc/index.aspx>
- Accessibility for Ontarians with Disability Act (AODA) website:  
<http://www.aoda.ca/the-act/>
- Ontario e-Laws:  
<http://www.e-laws.gov.on.ca/navigation?file=home>
- Accessibility for Ontarians with Disabilities Act (AODA) Contact Centre (Service Ontario):  
Toll Free: 1.866.515.2025  
Fax: 416.325.3407  
Website: [www.AccessON.ca](http://www.AccessON.ca)



## **EVERLINK PAYMENT SERVICES INC.**

### **ACCESSIBLE CUSTOMER SERVICE PLAN**

#### **1. STATEMENT OF COMMITMENT**

**EVERLINK PAYMENT SERVICES INC.** (“Everlink” or “we”) is committed to excellence in serving all customers including customers with disabilities.

#### **2. INTERPRETATION**

This Accessible Customer Service Plan will be interpreted and followed in a manner that is consistent with the following principles:

- **Independence.** To ensure that customers with disabilities have the freedom to do things in their own way.
- **Dignity.** To treat customers with disabilities as valued customers who are as deserving of effective and full services as any other customer.
- **Integration.** To allow customers with disabilities to fully benefit from the same services, in the same place and in the same or similar way as any other customer; and
- **Equal Opportunity.** To ensure that customers with disabilities have the same chances, options, benefits and results as others.

#### **3. ACCESSIBILITY POLICIES**

##### **a. Assistive devices**

We will ensure that appropriate members of our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our facility.

##### **b. Communication**

We will communicate with people with disabilities in ways that take into account their disabilities.

**c. Service animals**

We welcome people with disabilities and their service animals. Service animals are allowed in all areas of our premises that are open to our customers and the public.

**d. Support persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

**e. Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Everlink will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at the main reception area of Everlink's facility.

**f. Training for staff**

Everlink will provide training to appropriate members of its staff who deal with the public or other third parties on its behalf. Individuals in the following positions will be trained:

- Approximately 5 employees who commonly interact with customers at Everlink's facility, including a Vice President responsible for customer services, Executive Assistants, and customer account managers.

This Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- Everlink's accessible customer service plan.
- 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 various assistive devices, such as wheelchairs.
- What to do if a person with a disability is having difficulty in accessing Everlink's facility.

Staff will also be trained when changes are made to Everlink's Accessible Customer Service Plan.

#### **4. FEEDBACK PROCESS**

Customers who wish to provide feedback on the way Everlink provides services to people with disabilities can contact Everlink at:

<b><i>Address:</i></b>	<b>Everlink Payment Services Inc.</b> 125 Commerce Valley Drive West, Suite 100, Markham, ON L3T 7W4 <b>Attn: Legal Counsel</b>
<b><i>Toll Free:</i></b>	<b>1.888.354.6577</b>
<b><i>Fax:</i></b>	<b>905.747.2562</b>
<b><i>Email:</i></b>	<b><a href="mailto:Support@Everlink.ca">Support@Everlink.ca</a></b> <b>(Re: Everlink Accessibility Feedback.)</b>

All feedback will be directed to Everlink's in-house legal counsel. Customers can expect to hear back within 10 business days of Everlink's receipt of the feedback. Complaints will be addressed in accordance with Everlink's regular complaint management procedures.

#### **5. MODIFICATIONS TO THIS OR OTHER POLICIES**

Any policy of Everlink that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.



## **EVERLINK CONTACT INFORMATION FOR FEEDBACK OR ALTERNATIVE FORMATS**

Everlink is committed to excellence in serving all customers including customers with disabilities.

We welcome your feedback on how we serve our customers with disabilities. To provide feedback to Everlink or to request alternative formats of this document, please feel free to contact us at:

<b><i>Address:</i></b>	<b>Everlink Payment Services Inc.</b> 125 Commerce Valley Drive West, Suite 100, Markham, ON L3T 7W4 <b>Attn: Legal Counsel</b>
<b><i>Toll Free:</i></b>	<b>1.888.354.6577</b>
<b><i>Fax:</i></b>	<b>1.888.277.7348</b>
<b><i>Email:</i></b>	<b><a href="mailto:Support@Everlink.ca">Support@Everlink.ca</a> (Re: Everlink Accessibility Feedback.)</b>

All feedback will be directed to Everlink's in-house legal counsel. You can expect to hear back from us within 10 business days of our receipt of your feedback.

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***TRAINING MATERIALS***

***Training Materials:***

**ACCESSFORWARD  
Vers l'accessibilité**

**General Requirements Module**

**This module provides an introduction to the accessibility requirements, and covers requirements that cut across all the standards.**

***Link:*** <http://www.accessforward.ca/front/general/>

*Training Materials:*

**ACCESSFORWARD**  
**Vers l'accessibilité**

**Customer Service Standard Module**

**This module covers the requirements for providing customer service in ways that are accessible to people with disabilities.**

***Link:*** <http://www.accessforward.ca/front/customerService/>