

Serving Customers with Disabilities

3M Canada Customer Service Policy and Procedures under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)



Values, Integrity
and Leadership
Be a Part of It



3M Canada's Commitment to Accessibility

- At 3M Canada we are committed to providing respectful and accessible service to all of our customers, business partners, and members of the public.
- To achieve this goal and ensure compliance with new legislation called the *Accessibility for Ontarians with Disabilities Act, 2005* we have developed a set of 3M Canada Customer Service Policies and Procedures which you will learn more about through this training.
- Any party acting on behalf of 3M Canada is required to take this training.
- This training will help you to better understand your responsibilities under the Act, and should take approximately 15 minutes to complete.
- Upon completion of this training, you will be required to sign a compliance statement to be returned to 3M Canada.



What is the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)?

- The AODA was enacted by the Government of Ontario with the goal of developing standards that would improve accessibility for people with disabilities across the province.
- The Customer Service regulation is the first of several standards to be developed under the AODA and all private and public sector organizations in Ontario must comply with this standard.
- The government of Ontario is working with various standards development committees to develop other standards.



Important 3M Canada obligations under the Accessible Customer Service Standard, O. Reg 429/07

- Establish policies, practices and procedures on providing goods or services to persons with disabilities that are consistent with the principles of independence, dignity, integration and equality of opportunity.
- Have a policy dealing with people's use of their own assistive devices to access goods or services.
- Communicate with a person with a disability in a way that takes into account that disability.
- Let people with disabilities bring their service animals onto areas of the premises open to third parties, except where the animal is excluded by law.
- Provide notice when facilities or services that persons with disabilities usually use to access goods or services are temporarily disrupted.
- Train all employees that interact with third parties.



Important 3M Canada obligations under the Accessible Customer Service Standard, O. Reg 429/07 Continued...

- Let persons with disabilities be accompanied by their support persons while on the parts of the premises open to the public or other third parties.
- Establish a process for receiving and responding to feedback, including the actions to be taken if a complaint is received, and make information about the process readily available to the public.
- Document in writing all policies, practices and procedures for providing accessible customer service to persons with disabilities
- Let customers know that the documents are available upon request
- Upon request, provide the documented information to a person with a disability in a format that takes into account their disability.



How to interact with people who have a disability

- Avoid stereotypes and make no assumptions about what type of disability or disabilities a person has. Some disabilities are not visible and customers are not required to give you information about any disabilities they may have.
- If you're not sure what to do, ask if help is required. People with disabilities know if they need help and how you can provide it.
- Speak directly to the person with a disability, not to his or her support person or companion.
- Take the time to get to know your customer's needs and focus on meeting those needs just as you would with any other customer.



How to interact with people who have a disability continued...

- Be patient. People with some kinds of disabilities may take a little longer to understand and respond.
- If you cannot understand what your customer is saying, politely ask them to repeat themselves.
- Don't touch or speak to service animals – they are working and have to pay attention at all times.
- Don't touch assistive devices, including wheelchairs, without permission.



What is an Assistive Device?

- An assistive device is a mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting. It helps the person to maintain their independence at home, at work and in the community.
- There are a variety of assistive devices that customers may use, depending on their disability. Many will be personal assistive devices, meaning they are owned and brought along by the individual, while others may be provided by 3M.



How to interact with someone that uses and Assistive Device

- Many customers with disabilities will have their own personal assistive devices, such as wheelchairs, scooters or walkers. Don't touch or handle an assistive device without permission.
- If you have permission to move a person in a wheelchair remember to:
 - *Wait for and follow the person's instructions.*
 - *Confirm that the person is ready to move.*
 - *Describe what you are going to do before you do it.*
 - *Try to avoid uneven ground and objects.*
 - *Don't leave the person in an awkward, dangerous or undignified position such as facing a wall or in the path of opening doors.*
 - *Don't move items or equipment, such as canes and walkers, out of your customer's reach.*
 - *Respect the person's personal space. Don't lean over him or her or on his or her assistive device.*
 - *Let the person know about accessible features in the immediate environment (e.g., automatic doors, accessible washrooms, etc.).*



What is a Service Animal?

- Think of a service animal as an animal with a job to do for a person with a disability. Examples include guide dogs and animals trained to alert an individual to an oncoming seizure and lead them to safety.
- The customer service standard requires you to allow persons with disabilities to use their service animals within 3M premises open to the public or to third parties unless the animal is otherwise excluded by law from the premises.
- Under the standard, an animal is a service animal if it is readily apparent that the animal is used by the person for reasons relating to his or her disability, or if the person has a letter from a physician or nurse verifying that the animal is required for reasons relating to his or her disability.

Tips on interacting with a customer who uses a Service Animal

- Remember that a service animal is not a pet. It is a working animal.
- Avoid making assumptions about the animal. Not all service animals wear special collars or harnesses. If you're not sure if the animal is a pet or a service animal, ask the owner.
- Remember your customer is responsible for the care and supervision of their service animal. You are not expected to provide care or food for the animal. However, you could provide water for the animal if your customer requests it.
- Avoid touching or addressing service animals – they are working and have to pay attention at all times.



What is a Support Person?

- A support person is an individual hired or chosen to accompany a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or access to goods or services.
- Personal care needs may include, but are not limited to, assistance with eating or using the washroom. Medical needs may include, but are not limited to, monitoring someone's health conditions, providing injections and providing support when someone has moderate to severe seizures.
- The support person can be a paid personal support worker, volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.
- Customers with disabilities must be allowed to be accompanied by their support persons while accessing your organization's goods or services on the parts of the premises open to the public or third parties.



Tips on interacting with an individual accompanied by a support person

- A customer with a disability might not introduce their support person. If you are not sure which person is the customer, take your lead from the person using or requesting your goods or services or simply ask.
- Once you have determined who your customer is, speak directly to them, not to their support person.
- Be familiar with your organization's policies, practices and procedures about providing accessible customer service.



What you can do to help customers access goods or services

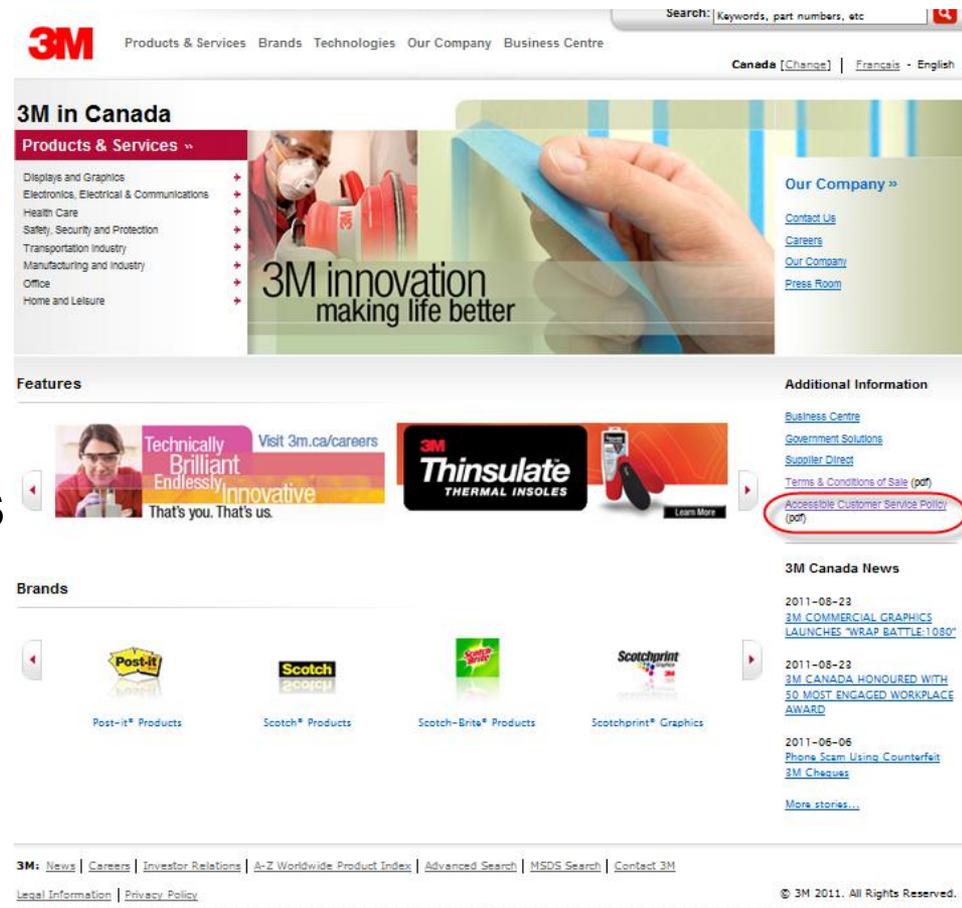
- All customers have their own specific needs or preferences. Being positive, flexible and open to suggestions will help to create a good customer experience. A good starting point is to ask the customer how you can help them access our goods or services.
- Remember, our customers are the best source for information about their needs. Ask them what you can do to help them. They will likely appreciate your attention and consideration for their needs.
- Sometimes a person with a disability will require documentation in an alternate format to meet their specific needs. You might be required to provide an invoice in large print, for example, or send an email instead of phoning.

Talk about disabilities – Choose the right word

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- Words can influence and reinforce the public's perception of persons with disabilities. They can create a positive view of persons with disabilities, or a negative view. Here are some tips that can help make your communication and interaction with people with all types of disabilities more successful:
 - *Use “disability” or “disabled,” not “handicap” or “handicapped.”*
 - *Don't use terms such as “retarded,” “dumb,” “psycho,” “moron” or “crippled.” These words are very demeaning and disrespectful to persons with disabilities.*
 - *Remember to put people first. It is proper to say “person with a disability,” rather than “disabled person.”*
 - *If you are not sure about a disability, it's better to wait until the individual describes their situation to you rather than make your own assumptions. Many types of disabilities have similar characteristics and your assumptions may be wrong.*

3M's Accessible Customer Service Policies and Procedures

- In compliance with the AODA 3M Canada has developed specific AODA customer service procedures and policies.
- These policies and procedures are available to the public and can be found online at 3m.ca
- [Accessible Customer Service Policy](#)
- If you have any questions related to the policy or this training, ask your primary 3M contact.



The screenshot displays the 3M Canada website interface. At the top, there is a search bar and navigation links for 'Products & Services', 'Brands', 'Technologies', 'Our Company', and 'Business Centre'. The main header features the 3M logo and the slogan '3M innovation making life better'. Below this, there are sections for 'Products & Services', 'Our Company', 'Features', and 'Additional Information'. In the 'Additional Information' section, the link 'Accessible Customer Service Policy (pdf)' is highlighted with a red circle. The 'Brands' section lists various product lines like Post-it, Scotch, Scotch-Brite, and Scotchprint. The footer contains links for 'Legal Information' and 'Privacy Policy', along with the copyright notice '© 3M 2011. All Rights Reserved.'

