



## Purpose:

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Cypher Systems Group (CSG) is committed to providing accessible, quality services and goods to people with disabilities in a manner that promotes dignity, independence and integration.

## Providing Goods and Services to People with Disabilities

*Communication* – We will communicate with our clients with disabilities in ways that take their disability into account. Employees will be trained on how to interact with people with various types of disabilities.

*Telephone Services* – We are committed to providing excellent telephone services to our clients. Our employees are trained to communicate over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with clients by email if telephone communication is not suitable for their needs or is not available.

## Training

CSG will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Training will include:

- An overview of the Accessibility of Ontarians with Disabilities Act, 2005 and the requirements.
- How to interact and communicate with persons with various types of disability.
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or the assistance of a support person.
- How to use equipment or devices available on CSG's premises or otherwise provided by CSG that may help with the provision of goods or services to a person with a disability.
- What to do if a person with a particular type of disability is having difficulty accessing CSG's goods or services.

Training will be provided to staff upon hiring and will also be provided when changes are made.

## Assistive Devices

An assistive device is any piece of equipment a person with a disability uses to help them with daily living. Some examples include: a wheelchair, screen reader, listening device or cane.

We welcome our clients to use their assistive devices where possible when dealing with our organization to access goods and services.

In the event a person with a disability is hindered from accessing CSG's goods and services through the use of their own personal assistive device, we may offer a person with a disability other reasonable measures to assist him or her in obtaining these goods and services.

## Support Person

When a person with a disability is accompanied by a support person, CSG welcomes both into our business.

## Service Animals

A person with a disability accompanied by a service animal is permitted to enter CSG with the service animal.

Section 4(9) of the Accessibility Standards on Customer Service indicates that an animal is a service animal if (1) it is readily apparent that the animal is being used for reason related to a person's disability; or (2) if the person provides a letter from the doctor or nurse confirming that the animal is required for reason relating to the disability.

Where an animal is excluded by law from the premises we will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from our goods or services.

## Notice of Temporary Disruption

CSG will provide notice of temporary disruptions to services or facilities used by person with disabilities. All notices will include the reason for the disruption, how long the service will be unavailable and a description of alternative facilities or services, if available.

## Documentation

All published documentation can be made available in hard copy, large print and email when requested.

## Feedback

Feedback may be provided on the accessibility of the provision of goods and services by Cypher Systems Group in person, by telephone, in writing or by email to:

**Sophia Nguyen, Human Resources**

3600 Rhodes Drive, Windsor, Ontario, N8W 5A4

Phone (519) 945-4943 ext. 4672 Fax (519) 974-7290

[accessibility@cyphersystems.com](mailto:accessibility@cyphersystems.com)

In addition to this method, feedback may be provided through the 'contact' section on each of the CSG affiliated companies' websites.

