



ACCESSIBILITY OF ONTARIANS WITH DISABILITIES ACT (AODA)

Customer Service Policy

Updated December 2019

Statement of Commitment

WWF-Canada is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code dealing with non-discrimination.

WWF-Canada understands that 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.

WWF-Canada is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

WWF-Canada strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

WWF-Canada 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:

Assistive devices

We are committed to serving people who need assistive devices to obtain, use or benefit from our goods and services.

Communication

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



Service Animals

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. If an animal is not easily identifiable as a service animal, WWF-Canada maintains the right to ask the person accompanied by the animal to provide documentation from a regulated health professional. This documentation must confirm that the person needs the service animal for reasons relating to their disability.

Support Persons

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter WWF-Canada's premises with his or her support person.

In certain cases, WWF-Canada 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

Before making a decision, WWF-Canada will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

If WWF-Canada determines that a support person is required, we will waive the admission fee for the support person, if applicable.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities or services usually used by people with disabilities, WWF-Canada will make all reasonable efforts to provide advance notice. This 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 communicated as appropriate for the circumstance, for example, placed on our website or communicated directly to a person with a disability with whom a meeting is



scheduled and, in a manner, appropriate for the disability. In addition, notices will be placed at reception for any unplanned customers that are accessing our offices.

Training

WWF-Canada will provide training to employees, volunteers and others who deal with the public or other organizations on behalf of WWF-Canada to ensure they are familiar with the appropriate ways to interact and communicate with a person with a disability.

This training will be provided to new employees and volunteers within one month of their first day with WWF-Canada.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005
- WWF-Canada's requirements under 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 a support person

Feedback Process

The ultimate goal of WWF-Canada is to meet and surpass the expectations of our customers while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are always welcome and appreciated.

Anyone wishing to provide feedback on the way WWF-Canada provides services to people with disabilities can provide it directly the Human Resources department using any one of the following methods:

Written Communication

- Email (accessibility@wwfcanada.org)
- Letter which can be mailed to:
Attention: Human Resources Department
410 Adelaide Street West, Suite 400
Toronto, ON
M5V 1S8



Verbal Communication

- In person
- Over the phone (1-800-489-8800) – Please ask to speak to the Human Resources Department

All feedback will be directed to the Senior Manager, Human & Volunteer Resources and a response can be expected within 10 business days. Complaints will be addressed according to WWF-Canada's regular complaint management procedures.

WWF-Canada will ensure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Modifications to this or other policies

Any policy of WWF-Canada that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities in accessing our goods and services will be modified or removed.

Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If you have questions about this policy kindly contact the Senior Manager, Human & Volunteer Resources at WWF-Canada.