



Accessibility for Ontarians with Disabilities Act

Customer Service Standard Policies and Procedures

November 2012

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1.0 INTRODUCTION

1.1 General Information

SCS Consulting Group Ltd. is committed to excellence in serving all customers including people with disabilities. We will continue to work with customers, staff, and the community to identify, prevent and remove barriers to participation to ensure compliance with the Customer Service Standard.

1.2 Definition of Disability

“Disability” means:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).

1.3 Ontario Human Rights Commission/Accessibility for Ontarians with Disabilities Act, 2005

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) became law on June 13, 2005. Under this landmark legislation, the government of Ontario is developing mandatory accessibility standards that identify, remove and prevent barriers for people with disabilities in key areas of daily living. The standards apply to private and public sector organizations across Ontario. The goal is for the province to be accessible by 2025.

The five key areas of focus are:

- Customer Service;
- Information and Communication;
- Employment;
- Transportation;
- Built Environment.

The Customer Service Standard is the first standard developed to become a regulation and came into force on January 1, 2008. Compliance is required by January 1, 2012. The standard addresses business practices to provide better customer service to people with disabilities.

Information and Communication, Employment and Transportation have been combined into one Integrated Standard, which was enacted in July, 2011.

The Built Environment public comments are being integrated into the Ontario Building Code, so only one piece of legislation will provide the standard.

1.4 The Customer Service Standard (AODA)

Every business and organization operating in Ontario that provides goods and services to the public or other organizations and has at least one employee in Ontario has to comply by January 1st, 2012.

To meet the requirements of the Customer Service Standard, SCS Consulting Group Ltd. must:

- Establish policies and procedures on providing goods or services to customers with disabilities.
- Provide training on how to serve customers with disabilities to staff, volunteers, contractors, and anyone else who interacts with the public or other third parties on your behalf, and those involved in developing customer service policies, practices and procedures.
- Establish a process for receiving feedback on how you provide service to customers with disabilities and how you will respond to feedback and take action on any complaints. Make information about the feedback process readily available to the public.
- Communicate with a customer with a disability in a manner that takes into account his or her disability.
- Let customers with disabilities bring their service animals onto any part of your premises open to the public, except where the animal is otherwise excluded by law.
- Let customers with disabilities bring their support person with them when accessing goods or services on parts of your premises open to the public.
- Let the public know when facilities or services that people with disabilities usually use to access your goods or services are temporarily unavailable.
- Document all policies, practices and procedures to providing accessible customer service and notify the public that these documents are available upon request.

1.5 Accessible Customer Service at SCS Consulting Group Ltd.

SCS Consulting Group Ltd. is committed to accessibility for customers with disabilities. The AODA Customer Service Standard now mandates a requirement to meet the needs of persons with disabilities with clearly defined policies and procedures by January 1, 2012.

To ensure compliance with the Customer Service Standard, the SCS Consulting Group Ltd. has:

- SCS Consulting Group Ltd. has designated two (2) representatives to prepare the AODA policies and procedures, Jannette Risi and Julia Risi.
- SCS Consulting Group Ltd. designated two (2) representatives to train all existing and new employees of SCS Consulting Group Ltd. at this time Jannette Risi and Julia Risi.
- SCS Consulting Group Ltd. has prepared a AODA Matrix to track all areas requiring attention of the AODA Committee, document can be found here: <F:\HR\AODA\SCS>

[AODA Training Matrix.xlsx](#). A copy of the template has been included in Appendix A.

Please note that our building is not owned by SCS Consulting Group Ltd. and SCS Consulting Group Ltd. is not responsible for automatic door openers, ramps and other access requirements. Under the present building code, access buttons are not required on washroom doors. The Building Owner, The Huntley Group, is planning the following the required accommodations set forth by the Accessible Built Environment Standard.

2.0 CUSTOMER SERVICE STANDARD – SCS CONSULTING GROUP LTD. POLICIES AND PROCEDURES

All services at SCS Consulting Group Ltd. will be provided in a manner that respects the dignity, independence, integration and equal opportunity of people with disabilities.

2.1 Assistive Devices

Policy

SCS Consulting Group Ltd. is committed to serving people with disabilities, and ensuring that those who use assistive devices will benefit from enjoying a fulfilling experience.

Procedures

SCS Consulting Group Ltd. will ensure that our staff is trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

2.2 Communicating with a Customer with a Disability

Policy

SCS Consulting Group Ltd. policies and procedures take a person's disability into account when communicating with the individual. Two-way communications is a process of providing, sending, receiving and understanding information. To communicate in an effective way, SCS Consulting Group Ltd. considers how the disability affects the way that the person expresses, receives or processes communications. Where possible, SCS Consulting Group Ltd. asks the customer directly the best way to communicate with him/her.

Procedures

SCS Consulting Group Ltd. uses a variety of ways, wherever possible, to make communications more accessible by:

- Considering the needs of people with disabilities during the planning stage of services and communication development.
- Offering information in alternate formats, e.g. hand-write or type information back and forth, printed hand-outs of commonly used information, large print programs, e-mail as an alternate channel to provide accessible communication.

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



2.3 Service Animals

Policy

SCS Consulting Group Ltd. is committed to welcoming customers with disabilities who are accompanied by a trained, accredited service animal. A service animal may accompany a customer or any third party with a disability to all parts of our premises that are open to the public. Service animals may be used for, but not limited to, the following disabilities: vision loss, physical disability, hearing loss, autism, epilepsy etc. Although service animals are most commonly dogs, other service animals could include, but are not limited to, ferrets, monkeys etc. SCS Consulting Group Ltd. ensures that all employees, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities, who are accompanied by a service animal.

Procedures

SCS Consulting Group Ltd. welcome people with disabilities and their service animals.

To be considered a service animal under this standard, it must either be readily apparent that the animal is being used because of a person's disability or the person with a disability may be asked to provide a letter from a physician or nurse confirming that it is required because of his or her disability. SCS Consulting Group Ltd. does enforce a general By-law that does not permit pets on the premises, including SCS Consulting Group Ltd. property surrounding the building. Service animals are not pets - they are working animals. They are used by people with disabilities to overcome barriers much like assistive devices such as a white cane or a wheelchair.

Guide dogs or other service animals, including service animals in training, are allowed to accompany people with disabilities on SCS Consulting Group Ltd. premises open to the public.

SCS Consulting Group Ltd. anticipates there will be special situations and is prepared to make every effort to accommodate the circumstances on an individual basis, as they arise, keeping safety to all customers and service animals in mind.

Customers can contact the front desk for more information.

2.4 Support Persons

Policy

SCS Consulting Group Ltd. is 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 is allowed to enter SCS Consulting Group Ltd. premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on SCS Consulting Group Ltd. premises.

A support person is an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services.



Procedures

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

Customers are informed of this through SCS Consulting Group Ltd. communication to the public.

2.5 Temporary Disruption of Service

Policy

SCS Consulting Group Ltd. is aware that temporary disruptions of services (daily functions, physical operations) and programs may occur due to reasons that may or may not be within SCS Consulting Group Ltd.'s control or knowledge. SCS Consulting Group Ltd. makes a reasonable effort to provide advance notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that may be available at such time when the office building is equipped.

Procedures

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities SCS Consulting Group Ltd., 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. This notice will be completed by the office administration.

The notice will be placed in the following locations as appropriate:

- Web Site
- Temporary Signage on Device or Equipment
- Signage at Entrance to SCS Consulting Ltd.
- SCS Consulting Group Ltd. General Voicemail

In the event of an unexpected disruption, advance notice is not possible. In such cases, SCS Consulting Group Ltd. provides notice, as soon as possible, through its communication networks.

A Temporary Disruption of Service Notice template has been included in Appendix C.

2.6 Process to Receive and Respond to Feedback

Policy

SCS Consulting Group Ltd. has a process in place for receiving and responding to feedback about how goods and services are provided to customers with disabilities.

Procedures

Persons with disabilities can offer their feedback in the following ways:

- On-line at www.scsconsultinggroup.com
- E-mail and telephone, (re-directed, as required, to the appropriate response employee)
- In writing where correspondence is re-directed to the appropriate response employee
- In person to staff/ management

Once feedback is received, the following actions are taken to respond:

- The feedback is directed to the appropriate person for action.
- The feedback is entered into our company AODA Matrix, located here: -
<F:\HR\AODA\SCS AODA Feedback Matrix.xlsx>.
- The feedback is assessed for appropriate action. (Note: the customer service standard does not require a response to be provided for all feedback).
- Customers who provide feedback can expect an answer within five (5) business days.

The feedback process is readily available to the public through:

- A notice on the web site,
- A document describing the feedback process, available on request in different formats,
- SCS Consulting Group Ltd. has posted a notice to the public and staff on our kitchen bulletin board stating that we accept feedback, a copy of this notice has been included in Appendix B,
- Other communication networks, as appropriate.

2.7 Customer Service Training

Policy

SCS Consulting Group Ltd. provides training to all employees.

Procedures

SCS Consulting Group Ltd. will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

All staff will participate in training as part of the orientation at SCS Consulting Group Ltd. This training will be provided to staff within their first week of employment at SCS Consulting Group Ltd.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard's plan.
- SCS Consulting Group Ltd. related to 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.

- ➔ What to do if a person with a disability is having difficulty in accessing SCS Consulting Group Ltd.
- ➔ The Matrix of SCS Consulting Group Ltd. staff that have been trained can be found here: <F:\HR\AODA\SCS AODA Training Matrix.xlsx>.

Staff will also be trained when changes are made to the plan.

SCS Consulting Group Ltd. will review the Accessibility for Ontarians with Disabilities Act, Customer Service Standard Procedures annually.

2.8 Posting of Documents

Policy

Notices are posted, informing the public that the documents required by the Customer Service Standard are available upon request and will be provided in a format that takes a person's disability into account.

Procedures

Documents are available through the following networks, as appropriate.

- ➔ Web site (PDF Copy)
- ➔ Hard copy which can be found in the administration office bookcase.
- ➔ Soft copy in PDF format found <F:\HR\AODA>.

3.0 MODIFICATIONS TO THIS OR OTHER POLICIES AND PROCEDURES

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

In addition to compliance with the Customer Service Standard –AODA, SCS Consulting Group Ltd. has several additional policies and procedures to enhance the experience for customers with disabilities. These include:

- ➔ Sit down service: If required, staff will leave the desk and come around to assist the customer with a disability.
- ➔ SCS Consulting Group Ltd. web site will conform with the World Wide Web Consortium Web Content Accessibility Guidelines 2.0, Level AA.
- ➔ SCS Consulting Group Ltd. will notify all job applicants that we have available accommodations for people with disabilities.
- ➔ SCS Consulting Group Ltd. will create individual accommodation plans for persons with disabilities. It will include the following:
 - How the employee can participate in the development plan.
 - How the employee is assessed on an individual basis.
 - How the employee can request an evaluation by a third party medical provider.

- If denied the requested accommodation plan SCS Consulting Group Ltd. will discuss with the employee the reasons for denial. SCS Consulting Group Ltd. will also notify the employee in writing.

4.0 RETURN TO WORK

Should an employee be absent from work due to a disability and require accommodations to return to work SCS Consulting Group Ltd. will complete the following items to accommodate the changes that may need to occur in the workplace:

- → Meet with the individual returning to work prior to returning to SCS Consulting Group Ltd. and complete the form in Appendix D.

We have also noted on our orientation checklist for all new and returning employees to ensure AODA items have been addressed, copy added to Appendix D.

5.0 TRAINING DOCUMENTATION

All employees of SCS Consulting Group Ltd. will be trained using the documents provided in Appendix E and in conjunction with the SCS Accessibility for Ontarians with Disabilities Act, Customer Service Standard Policies and Procedures, November 2012.

F:\HR\AODA\Accessibility for Ontarians with Disabilities Act-Body-20feb13.doc



APPENDIX A
TRAINING MATRIX



APPENDIX B

FEEDBACK PROCESS



APPENDIX C

TEMPORARY DISRUPTION OF SERVICE NOTICE





NOTICE OF TEMPORARY DISRUPTION OF SERVICE

[Insert Item or Service that has been Disrupted e.g. Office Closure]

SCS Consulting Group will be closed the following days:

[Week Day], [Month] [XX], 20[XX]

[Week Day], [Month] [XX], 20[XX]

[Week Day], [Month] [XX], 20[XX]

We will resume regular hours on [Week Day], [Month] [XX], 20[XX].

We apologize for any inconvenience.

For emergency situations please contact Blair Seeley, 416 991 9400.

Thank you.

SCS Regular Business Hours

Monday – Friday, 8:00am to 5:15pm

F:\HR\AODA\Accessibility for Ontarians with Disabilities Act-Out of Service Notice-06dec12.doc



APPENDIX D

RETURN TO WORK



Name: _____

Start Date: _____

Preparation for New Staff

Office (Set up and in working order):

Admin (Alisha)

- In/Out Tray – Ikea (Black Mesh)
- Pens/Pencils/eraser/liquid paper
- Paper clips/binder clips
- Graph Paper/Hilroy Note Pad/Post It Notes
- Stapler
- Scissors
- Desk Chair
- UPS Unit logged and charged
- Add to Client Database and Internal Contacts Electronically
- Update new extension and Cell Phone

Provide to Jannette for orientation day package:

- Update Contact List for Office, First Name List and Last Name List (printed)
- Daily Log Book
- Daytimer
- Memo Note Pad (CA Hires)
- SCS Pen/Scale
- The 'Ones' list (printed)

Completed: _____ Date: _____

Admin (Jannette)

- SCS Employee Handbook
- Prepare Charter of Commitments (Signed by principals, **Full time** only need this)
- Benefits form prepared (if required)
- General employee office form prepared
- Work Order Forms (sample completed as well)
- SCS Sample letters
- Staff 'How To' Booklet Printed
- Passcode Sheet Completed
- Seating Chart Updated with Headshot and Printed
- Set up WHMIS Training
- Set up appointments with staff for orientation day (**Not** including Steve)
- Set up appointment with Steve for exact time of meeting with new staff member (group if you can), new staff must take employee manual with them to this meeting. If they have read the book prior is best but not mandatory.
- Add 3 month probation to HR calendar and partners calendars
- Add 1 week notification prior to probationary period ends and partners calendars
- Emergency Contact List Form
- Admin Form
- Deltek Activated – checked by Admin on Computer
- Add to all partners BB database
- Headshot
- Staff notification email (found here: F:\HR\New Hire Announcement) Blair to confirm if required
- Email link on how to reference past 'Locks of the Week' sent
- Sheet on how to reference past 'Lessons Learned'

- Send email re: new staff to review mission, vision, partner bio and other info on website
- CV sample sheet and file path emailed

Completed: _____ Date: _____

IT Items – Websdepot

- Complete checklist with Jannette for computer requirements and notify IT with written work order online
- Computer ordered - Desktop / Laptop
- Monitor (confirm with MRC re two monitors)
- User Setup Sheet – To include all required software, emailed to Websdepot
- Websdepot Computer Setup Complete
- SCS Computer Admin Setup Complete
- SCS Computer CAD Setup Complete

Completed: _____ Date: _____

Phone (Jannette):

- Functional Phone
- Set up VM for them
- Set up name on phone to say "SCS JIR"
- Names and extensions provided (Alisha to Print)
- Ext.: _____
- Voicemail Activated
- Confirm in working order

Completed: _____ Date: _____

Cell phone (if required - Michelle):

- Blackberry and Enterprise Activation (through Telus)
- Request BES License and Setup
- Activated
- Phone Number: _____
- Confirm in working order
- Letter to Staff Re package
- If CA add to Blair's BBM (Michelle) and notify CA group
- Ensure signature is setup
- Set up Voicemail

Completed: _____ Date: _____

Business Cards - if required (Alisha):

- Confirm Spelling, title (and cell number if applicable)
- Order
- Received

Completed: _____ Date: _____

AODA (Jannette):

- Enquire if there are any disabilities
- If Yes: Enquire how to prepare

Completed: _____ Date: _____



NEW HIRE CHECKLIST

Name: _____

Start Date: _____

Alarm for Office (Jannette):

- Quinn Digital Alarm card ordered
- Prepare Key Fob for Office
- Alarm Procedures Hand Out

Completed: _____ Date: _____

Field Staff (Jamie/Jannette):

- Latest Field Book
- PPE Bag from Jamie, which includes: (See attached PPE bag list and inventory, Jamie to sign off on)
- Cloth Vest
- Rain Jacket (Full time only)
- Winter Jacket (Full time only)

Completed: _____ Date: _____



Name: _____

Start Date: _____

Day One

Administration

Admin (Alisha)

- Update Office Spouse and Family Info
- Emergency contact form
- Add to list of Office Professional Accreditations
- Update Staff Birthdays

Completed: _____ Date: _____

Admin (Jannette)

- Courier/Printing procedures
- How Paging System Works (e.g. Sally Intercom 101)
- How to use plotter and proper ordering
Plotter – location, scanning, copying
- IT Tasks
- Proposal Files
- Email etiquette & web usage
- Laptop, Projector, Camera location and sign out protocol
- How to track work and time (log book etc.)
- How to use office FTP site sheet (In Employee Manual)
- Remote Email and Time Keeper – How to sheet (In Employee Manual)
- Review file format for Design, CA, SWM, proposal protocol and hand out (tell them to ask team leader for additional assistance)
- After Start - Scale
- After Start - Voicemail greeting recorded
- Add New Staff to Principals blackberry and database
- AODA Training
- Update new staff that we **DO NOT** have 'Titles' for staff, only Partners have Principal title, we don't believe in them
- For non-tech staff explain in detail the way that the teams work and how they support each other

Completed: _____ Date: _____

Phone (Jannette):

- Code for VM: _____
- Phone etiquette, return all calls same business day just to notify people that you received their message and you are working on answer

Completed: _____ Date: _____

Business Cards - if required (Alisha):

- Distribute to employee

Completed: _____ Date: _____

Alarm for Office (Jannette):

- Card given to employee
- Shown system and code
- Given Fob for Office

Completed: _____ Date: _____

Tour of SCS office (Jannette):

- Office Supplies
- Paper
- Washrooms
- Supply Checklists
- Log In/Out Book
- AV Log Book
- Boardroom Booking
- Kitchen and office etiquette
- Health and Safety Board
- Family Photo/Fun Info board

Completed: _____ Date: _____

Fax/Photocopier/Printer (Jannette):

- Fax Machine single/multi fax uses
- Xerox 260 – Scanning, Copy, Printing
- Xerox C75 – Scanning, Copy, Printing
- Xerox 5500 – Letterhead
- Errors – please notify office administration

Completed: _____ Date: _____

Field Staff (Michelle/Jannette):

- Field Book and Record Number on Sheet
- Field equipment location
- Sign in/out of field equipment (Key Holder)

Completed: _____ Date: _____

Personal Needs (Jannette):

- Enquire if there is something that is needed (supply wise) to make the work environment easier or more efficient (make arrangements if appropriate)

Completed: _____ Date: _____

AODA (Jannette):

- Ensure all required assistive devices are in place if required

Completed: _____ Date: _____

SCS Team Leader (_____):

- Work Files (CA / Design / SWM)

Completed: _____ Date: _____

Accounting (Shelley):

- Time and Expense sheets
- Industrial Alliance
- Ceridian Information
- Benefit Information
- Lifeworks PowerPoint Presentation

Completed: _____ Date: _____

CAD Information (Yuri):

- CAD Directory and Drawings
- CAD Standards & Other Drives
- CAD File Naming Standards
- Mapping Toolbars
- Plotter Supplies

Name: _____

Start Date: _____

- Plotter Issues
- Email Procedures
- CAD File Naming Conventions and Directories
- Go through CA/Preliminary, Design, Sent/X-Party
- Importance of sending/receiving files
- Scanning/Plotting plot files, sent, X-Party, image and Adobe PDF (Use digital manual for reference)
- CAD standards folder – within CAD and explorer
- CAD SCS Toolbars and Menus
- Follow up Training with LDD101
- Printing outsources, e.g. P&H, When/How/Why
- CD – Where to save data and how to fill out CD Cover
- Communications when working between teams (Digitally and verbally)

Completed: _____ Date: _____

IT Information (Jannette)

- Use of Z Drive
- IT Tasks
- Network Drives
- Backup Tapes
- Project Directory and Network Drives
- Proposals
- Site Investigation Files
- Back Up Protocol
- FTP Site
- Z drive vs. C drive
- Software Requests
- Software Utilized in Office
- PST Files
- Scanning Xerox 260
- Scanning Xerox C75
- Importance of coordinating IT items with Jannette
- Printing outsources, e.g. P&H When/How/Why

- Exchange Guardian
- CD Label Printing
- Dymo Printing
- Communications when working between teams (Digitally and verbally)
- How to find master word documents
- How to book boardrooms
- How to see if people/rooms are busy for meeting requests (internally only)

Completed: _____ Date: _____

Health and Safety Instruction (Julie/Paul S.)

- Advised on proper activities and duties
- Review of health and safety plan
- Review WHMIS Training
- Emergency response evacuation plan
- Emergency contact sheet completed
- Field training by Basil and Julia

Completed: _____ Date: _____

Office Management (Blair)

- Ideas to improve SCS systems

SCS Financial/Office Management (Steve)

FULL TIME ONLY

- Advised on proper activities and duties
- Time Tracking
- Administration Time
- Accountability for time sheets
- Job number system
- Correspondence etiquette
- Charter of Commitments Review
- Business of the Business 101 – Consulting Over

Name: _____

Start Date: _____

SCS CA (Julia/Basil/Tom/Jamie)

Day One		
9:00am – 4:00pm	<input type="checkbox"/> Office Orientation (See Administration Agenda)	Jannette Risi
4:00pm – 5:00pm	<input type="checkbox"/> Trenching Safety Review and Video	Bruce Peters
Day Two		
9:00am – 9:30am	<input type="checkbox"/> Equipment distribution and use	Jamie Pyatt
9:30am – 11:00am	<input type="checkbox"/> Project Breakdown List (task numbers and descriptions), MS Outlook, master letters, photos, network, timesheets, site contacts, Client email updates, site updates, silt control, dealing with personalities, documentation, communication, etiquette & staff contacts, using admin effectively (work orders)	Tom Sideris/Basil Luciano/Julia Risi/Jamie Pyatt
Lunch		
1:00pm – 3:00pm	<input type="checkbox"/> Drawing symbols/reading <input type="checkbox"/> Survey lesson and loop	Jamie Pyatt
3:00pm – 5:00pm	<input type="checkbox"/> Site safety tour & Hazard review – Site	Basil Luciano
Day Three		
	<input type="checkbox"/> On site/Working on Projects	
Day Four		
8:00am – 8:30am	<input type="checkbox"/> Safety talk in office <input type="checkbox"/> Questions related to safety and open discussion forum on hazard awareness <input type="checkbox"/> Discussion of safety videos	Julia Risi
9:00am	<input type="checkbox"/> On site/Working on Projects	

Basil to sign once all CA orientation is completed.

Basil Luciano

Date

Name: _____

Start Date: _____

7 Day Follow Up

Day 7 – Follow Up (Jannette):

- | | |
|---|--|
| <ul style="list-style-type: none"> <input type="checkbox"/> 1 hour refresher <input type="checkbox"/> P & G drive review <input type="checkbox"/> How to name files <input type="checkbox"/> How to name CAD files <input type="checkbox"/> Review letter templates <input type="checkbox"/> Make sure forms are all completed and submitted <input type="checkbox"/> Make sure they know how the printers/plotter scanner work <input type="checkbox"/> Ensure they know where to save sent/X-Party Documents <input type="checkbox"/> Show archive files <input type="checkbox"/> Test them on location of How To's SCS has prepared for help <input type="checkbox"/> Test them on location of CAD How To's SCS has prepared for help <input type="checkbox"/> CD label location | <ul style="list-style-type: none"> <input type="checkbox"/> Health and Safety follow up by Julia or Basil for field staff <input type="checkbox"/> Equipment follow up and cell phone questions answered <input type="checkbox"/> Follow up on Remote tools and exchange, timekeeper, etc. <input type="checkbox"/> Follow up to ensure that new staff have read the website re: new staff to review mission, vision, partner bio and other info |
|---|--|

AODA:

- Ensure all required assistive devices are working as required

Completed: _____ Date: _____

14 Day Follow Up

Day 14 – Follow Up (Jannette):

- ½ hour refresher
- Test letter to demonstrate the following:
 - Template selection
 - Letterhead printer
 - File saving criteria
 - Signature block set up
 - Writing in 'We' style not 'I'

The letter will be written to the Partners on the following subject:

1. Suggestions to the Partners on orientation, good, bad and the ugly
2. Suggestions to the Partners on 2 items the company could consider for improvements

- Copy of test letter redlined given to Project Manager when appropriate.
- For all SWM people, Sarah to get a copy of Test Letter after circulation.

Completed: _____ Date: _____

Comments by Jannette for future follow up:

Blair to sign and review after day 14.

Blair Seeley, C. Tech.

Date





EMPLOYEE MEDICAL/WORK LIMITATION FORM

For employees with non-occupational injuries or illness, workplace accommodations can be arranged in many cases.

With your input, SCS Consulting Group will review the accommodations required to meet the restrictions, limitations or precautions which you place on this employee's return to work.

Employee Information

Employee Name: _____

Department: _____

- Please Check One of the following:
- Non Occupational Injury
 - Non Occupational Illness
 - Employee is Totally Disabled and is unable to do his/her own job with or without accommodation.

I authorize the release of the following information to SCS Consulting Group: _____
Signature

Restrictions, Limitations and Precautions (To be completed by healthcare provider)

- Please check one of the following:
- Employee may return to regular duties at once.
 - Employee may return to regular duties at once, provided that the following restrictions, limitations, and/or precautions are in place:

Lifting	Carrying	Pushing/Pulling
None with R arm	None with R arm	None with R arm
None with L arm	None with L arm	None with L arm
Max. ____ lb.	Max. ____ lb.	Max. ____ lb.
Max. ____ hour(s)	Max. ____ hour(s)	Max. ____ hour(s)

Action	Restriction	Max/Hour(s)
Standing	None	Max. ____ hour(s)
Sitting	None	Max. ____ hour(s)
Walking	None	Max. ____ hour(s)
Climbing Stairs	None	Max. ____ hour(s)
Ladders	None	Max. ____ hour(s)

Comments and/or additional precautions to be followed: _____

Accommodations will be required: for ____ days; for ____ weeks; or permanently.

At the end of the modified work period, this employee: May Return to Regular Duties
 Must Return for a Reassessment

This employee must remain off of work for ____ days, or ____ weeks and at the end of that period, I anticipate that he/she: May Return to Regular Duties
 Must Return for a Reassessment

Name and Address of Health Care Provider: _____

Signature _____
Date

APPENDIX E

TRAINING DOCUMENTS



Accessibility for Ontarians with Disabilities Act *(AODA)*

Customer Service Standard
Policies and Procedures





SCS AODA Training

WHY AODA?

Making a barrier free world for everyone in Ontario.

One in seven people in Ontario have a disability. Over the next 20 years, that number will rise as the population ages.

Creating a province where every person who lives or visits can participate fully makes good sense — for our people, our businesses and our communities.

SCS Consulting Group Ltd. is committed to excellence in serving all customers including people with disabilities. We will continue to work with customers, staff, and the community to identify, prevent and remove barriers to participation to ensure compliance with the Customer Service Standard.



Definition of Disability

“Disability” means:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- A condition of mental impairment or a developmental disability,
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder.



SCS AODA Training

All services at SCS Consulting Group Ltd. will be provided in a manner that respects the dignity, independence, integration and equal opportunity of people with disabilities.



SCS AODA Training

Assistive Devices

Policy

SCS Consulting Group Ltd. is committed to serving people with disabilities, and ensuring that those who use assistive devices will benefit from enjoying a fulfilling experience.

How to Interact With People Who Use Assistive Devices

- An assistive device is a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities
- Personal assistive devices can include things like wheelchairs, hearing aids, white canes or speech amplification devices
- Do not touch or handle any assistive device without permission
- Do not move assistive devices or equipment, such as canes or walkers, out of your customer's reach
- Let your customer know about accessible features in the immediate environment that are appropriate to their needs (i.e. public phones with TTY service, accessible washroom)



SCS AODA Training

Communicating with a Customer with a Disability

Policy

SCS Consulting Group Ltd. policies and procedures take a person's disability into account when communicating with the individual. Two-way communications is a process of providing, sending, receiving and understanding information.



SCS AODA Training

How To Communicate With Individuals With Different Types of Disabilities

- Many types and degrees of disability
- Open communication
- Respond to customer/client needs
- If you're not sure about the best approach, just politely ask how you can best communicate with them



SCS AODA Training

Examples of Disabilities

- Physical
- Vision loss
- Hearing loss
- Deafblind
- Speech impairments
- Learning
- Developmental
- Mental health



SCS AODA Training

Suggested Tips - Physical Disabilities

- If you need to have a lengthy conversation with someone who uses a wheelchair or scooter, consider sitting so you can make eye contact at the same level
- Don't touch items or equipment without permission
- If you have permission to move a person's wheelchair or scooter, don't leave them in an awkward, dangerous or undignified position, such as facing a wall or in the path of opening doors
- Also individuals with crutches or some with mobility restrictions i.e. severe arthritis and/or heart condition



SCS AODA Training

Suggested Tips - Vision Loss

- Can restrict someone's ability to read. Some customers may use a guide dog or a white cane, while others may not
- When you know someone has vision loss, do not assume the individual can not see you - many people who have low vision still have some sight
- Identify yourself when you approach and speak directly to the customer
- Ask if they would like you to read any printed material out loud to them
- Offer your elbow to guide them, if needed



SCS AODA Training

Suggested Tips - Hearing Loss

- May be deaf, deafened or hard of hearing
- They may also be oral deaf - unable to hear, but prefer to talk instead of using sign language
- Once someone has identified themselves as having hearing loss, make sure you are in a well-lit area where they can see your face and read your lips
- If your customer uses a hearing aid, reduce background noise or move to a quieter area
- If necessary, ask if another method of communicating would be easier (i.e. using a pen and paper)



SCS AODA Training

Suggested Tips - Deafblind

- A person who is deafblind may have some degree of both hearing and vision loss
- Many people who are deafblind will be accompanied by a professional support person who helps with communication
- A customer who is deafblind is likely to explain to you how to communicate with them, perhaps with an assistance card or a note
- Speak directly to your customer, not to the support person



SCS AODA Training

Suggested Tips - Speech Impairments

- Cerebral palsy, hearing loss or other conditions may make it difficult for a person to pronounce words or may cause slurring
- Some may use a communication board or other assistive devices
- Do not assume that a person with a speech impairment also has another disability
- Whenever possible, ask questions that can be answered with "yes" or a "no"
- Be patient - do not interrupt or finish the person's sentences



SCS AODA Training

Suggested Tips - Learning Disabilities

- "Learning disabilities" refers to a variety of disorders
- Be patient. People with some learning disabilities may take a little longer to process information, to understand and to respond
- Try to provide information in a way that taken into account the customer's disability (i.e. some people with learning disabilities may find written words difficult to understand)



SCS AODA Training

Suggested Tips - Developmental Disabilities

- Developmental disabilities, such as Down Syndrome, can limit a person's ability to learn, communicate, do everyday physical activities and live independently
- Do not make assumptions about what a person can do
- Use plain language
- Provide one piece of information at a time



SCS AODA Training

Suggested Tips - Mental Health

- Mental health issues can affect a person's ability to think clearly, concentrate or remember things
- Broad term for many disorders that can range in severity (i.e. anxiety due to hallucinations, mood swings, phobias or panic disorder)
- If you sense or know that an individual has a mental health disability be sure to treat them with the same respect and consideration you have for everyone else
- Be calm and reassuring
- If a customer appears to be in crisis, ask them to tell you the best way to help



SCS AODA Training

Service Animals

Policy

SCS Consulting Group Ltd. is committed to welcoming customers with disabilities who are accompanied by a trained, accredited service animal.

How to Interact With A Person Who Has A Guide Dog or Other Service Animal

Under the standard, service animals must be allowed on the parts of your premises that are open to the public.

- A service animal is a working animal, not a pet
- Avoid touching or addressing the service animal
- If you're not sure if the animal is a pet or service animal, ask



SCS AODA Training

Support Persons

Policy

SCS Consulting Group Ltd. is committed to welcoming people with disabilities who are accompanied by a support person.

A support person is an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services.

How to Serve a Person Accompanied By A Support Person

- Some people with disabilities may be accompanied by a support person
- A support person can be a personal support worker, a volunteer, a family member or a friend
- A support person might help with a variety of things: communicating, mobility, personal care or medical needs
- Welcome support people to your workplace or business
- If you're not sure which person is the customer, take your lead from the person using or requesting your goods or services, or simply ask
- Speak directly to your customer, not to their support person



Temporary Disruption of Service

Policy

SCS Consulting Group Ltd. is aware that temporary disruptions of services (daily functions, physical operations) and programs may occur due to reasons that may or may not be within SCS Consulting Group Ltd.'s control or knowledge. SCS Consulting Group Ltd. makes a reasonable effort to provide advance notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that may be available.

The notice will be placed in the following locations as appropriate such as:

- Web Site
- Temporary Signage on Device or Equipment
- Signage at Entrance to SCS Consulting Ltd.
- SCS Consulting Group Ltd. General Voicemail



SCS AODA Training

Process to Receive and Respond to Feedback

Persons with disabilities can offer their feedback in the following ways:

- On-line at www.scsconsultinggroup.com
- E-mail and telephone, (re-directed, as required, to the appropriate response employee)
- In writing where correspondence is re-directed to the appropriate response employee
- In person to staff/ management



SCS AODA Training

Once feedback is received, the following actions are taken to respond:

- The feedback is directed to the appropriate person for action.
- The feedback is entered into our company AODA Matrix, located here: <F:\HR\AODA\SCS AODA Feedback Matrix.xlsx>
- The feedback is assessed for appropriate action. (Note: the customer service standard does not require a response to be provided for all feedback).
- Customers who provide feedback can expect an answer within five (5) business days.



AODA Feedback



OFFICE OPERATIONS/PROCEDURES

SCS Consulting Group welcomes feedback on our Accessibility for Ontarians with Disabilities Act (AODA)

SCS Consulting Group welcomes ideas and input on how to improve our daily office operations and efficiencies. Please provide comments in the following ways:

- Our comment box located in the kitchen
- Email

Should you require information on SCS Consulting Group and our AODA Policies and Procedures, please contact our AODA representatives, Julia Risi or Jannette Risi.

F:\HR\AODA\Accessibility for Ontarians with Disabilities Act-Feedback-06d4e12.doc

AODA Disruption of Service



NOTICE OF TEMPORARY DISRUPTION OF SERVICE

[Insert Item or Service that has been Disrupted e.g. Office Closure]

SCS Consulting Group will be closed the following days:

[Week Day], [Month] [XX], 20[XX]
[Week Day], [Month] [XX], 20[XX]
[Week Day], [Month] [XX], 20[XX]

We will resume regular hours on [Week Day], [Month] [XX], 20[XX].

We apologize for any inconvenience.

For emergency situations please contact Blair Seeley, 416 991 9400.

Thank you.

SCS Regular Business Hours
Monday – Friday, 8:00am to 5:15pm

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AODA Return to Work Form



EMPLOYEE MEDICAL/WORK LIMITATION FORM

For employees with non-occupational injuries or illness, workplace accommodations can be arranged in many cases.

With your input, SCS Consulting Group will review the accommodations required to meet the restrictions, limitations or precautions which you place on this employee's return to work.

Employee Information

Employee Name: _____

Department: _____

Please Check One of the following: Non Occupational Injury
 Non Occupational Illness
 Employee is Totally Disabled and is unable to do his/her own job with or without accommodation.

I authorize the release of the following information to SCS Consulting Group: _____
Signature

Restrictions, Limitations and Precautions (To be completed by healthcare provider)

Please check one of the following: Employee may return to regular duties at once.
 Employee may return to regular duties at once, provided that the following restrictions, limitations, and/or precautions are in place:

Lifting	Carrying	Pushing/Pulling
None with R arm	None with R arm	None with R arm
None with L arm	None with L arm	None with L arm
Max. _____ lb	Max. _____ lb	Max. _____ lb
Max. _____ hour(s)	Max. _____ hour(s)	Max. _____ hour(s)

Action	Restriction	Max Hour(s)
Standing	None	Max. _____ hour(s)
Sitting	None	Max. _____ hour(s)
Walking	None	Max. _____ hour(s)
Climbing Stairs	None	Max. _____ hour(s)
Ladders	None	Max. _____ hour(s)

Comments and/or additional precautions to be followed:

Accommodations will be required: for _____ days; for _____ weeks; or permanently.

At the end of the modified work period, this employee: May Return to Regular Duties
 Must Return for a Reassessment

This employee must remain off of work for _____ days, or _____ weeks and at the end of that period, I anticipate that he/she May Return to Regular Duties
 Must Return for a Reassessment

Name and Address of Health Care Provider:

Signature _____ Date _____

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SCS AODA Training

Questions?



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Markham, ON, L3R 8B8
Phone 905 475 1900
Fax 905 475 8335

