

	DOCUMENT NAME	Accessibility for Ontarians with Disabilities Act: Accessible Customer Service Standards Policy	DOCUMENT REF	CMS#
	OWNER	Security	EFFECTIVE DATE	May 15, 2015
	TYPE	Policy	VERSION	1.1
	AUTHORISATION	Health and Safety Committee, BCC		
	AUDIENCE	Employees (as defined below) of Sungard AS Canada		

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT: ACCESSIBLE CUSTOMER SERVICE STANDARDS POLICY

Purpose:

In fulfilling the mission and purpose of the Accessibility for Ontarians with Disabilities Act (the “AODA”), Ontario Regulation 429/07 regarding the Accessibility Standards for Customer Service (“Customer Service Standards”) and the Integrated Accessibility Standards Regulation (“the IASR”), Sungard Availability Services (Canada) Ltd. (“Sungard AS Canada”) is committed to providing its services in a manner that respects the dignity and independence of Persons with Disabilities and supports the principles of equal opportunity and integration.

In particular, Sungard AS Canada will ensure that:

- Persons with Disabilities are provided with an equal opportunity to obtain, use and benefit from all Sungard AS Canada’s services;
- its services are provided in a manner which respects the dignity and independence of Persons with Disabilities;
- the provision of services to Persons with Disabilities are integrated with the provision to others, unless alternative methods of delivery are necessary for the benefit of an individual Person with Disability, in which case the alternative provision of goods and services may be temporary or permanent;
- communications with a Person with a Disability are conducted in a manner that takes the person’s Disability into account; and
- Persons with Disabilities may use Assistive Devices, Service Animals and Support Persons as may be necessary to access all Sungard AS Canada’s services, unless otherwise superseded by law.

This policy applies to all Employees of Sungard AS Canada.

Policy Details:

SUNGARD AS CANADA’S PROVISION OF SERVICES TO PERSONS WITH DISABILITIES

Sungard AS Canada is committed to excellence in serving all customers, including Persons with Disabilities. In providing its services, Sungard AS Canada will provide the following support and assistance to Persons with Disabilities:

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Communication

Sungard AS Canada will:

- communicate with Persons with Disabilities in ways that take into account their specific Disability;
- train Employees on how to effectively interact and communicate with persons having various types of Disabilities; and
- post this Policy in a conspicuous location on its premises, which is accessible to its Employees.

Telephone Services

Sungard AS Canada will:

- commit to providing fully accessible telephone services to its customers;
- train Employees to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

Assistive Devices

Sungard AS Canada is committed to:

- serving Persons with Disabilities who use Assistive Devices to obtain, use or benefit from Sungard AS Canada's services;
- ensuring that its Employees are trained and familiar with various Assistive Devices, which may be used by Persons with Disabilities who access Sungard AS Canada's services.

Use of Service Animals and Support Persons

Sungard AS Canada is committed to:

- welcoming Persons with Disabilities, who are accompanied by a Service Animal in those locations and parts of its premises, which are open to the public, provided having a Service Animal on the premises is not excluded by law;
- ensuring that its Employees are properly trained in how to interact with Persons with Disabilities, who are accompanied by a Service Animal;
- ensuring, that where a Service Animal is prohibited from entering its location or a portion of its public premises, Sungard AS Canada will have alternative arrangements for allowing Persons with Disabilities, who require a Service Animal, access to its services;

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- Any Person with a Disability, who is accompanied by a Support Person will be allowed to enter Sungard AS Canada's premises which are open to the public with his/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/her support person while on Sungard AS Canada premises which are open to the public.

Notice of Temporary Disruption

Sungard AS Canada will:

- provide its customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by Persons with Disabilities. When the disruption is planned, advance notice will be provided;
- ensure any notice of disruption will include information regarding the reason for disruption, the anticipated duration of the disruption and a description of alternative facilities or services, if available for Persons with Disabilities; and
- ensure any notice of disruption is placed at all public entrances and reception counters of its premises.

Training for Employees

Sungard AS Canada will:

- provide training to all Employees and all those who are involved in the development and approval of customer service policies, practices and procedures;
- ensure the training of Employees includes the following:
 - the purpose of the AODA and the requirements of the Customer Service Standards;
 - how to interact and communicate with persons with various types of Disabilities;
 - how to interact with Persons with Disabilities who use an Assistive Device or require the assistance of a Service Animal or a Support Person; and
 - how to offer assistance if a Person with a Disability is having difficulty in accessing Sungard AS' services.
- ensure Employees are trained on policies, practices and procedures that affect the way goods and services are provided to Persons with Disabilities; and
- provide ongoing training to Employees when any changes are made to Sungard AS Canada's policies, practices and procedures.

Feedback Process

- Sungard AS Canada's ultimate goal is to meet or surpass client expectations while serving customers who have Disabilities. Sungard AS Canada welcomes and appreciates any comments relating to how well customer expectations are being met.

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- Customers can provide feedback regarding the way Sungard AS Canada provides services to Persons with Disabilities by completing the Customer Feedback Form and sending it by mail, email or fax to the Sungard Availability Services Global Health and Safety Committee (contact information can be found in the “Availability and Format of Documents” section below). All feedback will be directed to the Sungard Availability Services Global Health and Safety Committee. Customers can expect a response to their concerns within a reasonable timeframe.

Modifications to Policy

- Sungard AS is committed to developing customer service policies that respect and promote the dignity and independence of Persons with Disabilities. No changes will be made to this Policy before and without considering the impact it may have on Persons with Disabilities.
- Any Sungard AS Canada policy, which does not respect and promote the dignity and independence of Persons with Disabilities will be modified or replaced.
- Sungard AS Canada will review this Policy periodically or more frequently, if required.

QUESTIONS ABOUT THIS POLICY

This Policy exists to achieve service excellence for customers with Disabilities. Anyone having a question about this Policy or who does not understand this Policy may seek an explanation or clarification from the Sungard Availability Services Global Health and Safety Committee (see contact information below).

AVAILABILITY AND FORMAT OF DOCUMENTS

All documents relating to the Customer Service Standard of the AODA will be made available upon request and in a format that reasonably accommodates Disabilities. Requests may be addressed to the Sungard Availability Services Global Health and Safety Committee by email as.us.healthandsafety@sungardas.com, mail (680 East Swedesford Road, Wayne, PA 19087, ATTN: Mark Wolfheimer, Corporate Security Manager), telephone (1-484-582-2564) or fax (1-215-965-3441).

Definitions:

Words and terms not otherwise defined in this Policy shall have the following meanings:

“Assistive Device” means a device used to assist Persons with Disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Customer Service Standard.

“Disability” as defined in the Human Rights Code (Ontario) includes, without limitation:

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- 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.

“**Employees**” means every person who is employed or provides services on behalf of Sungard AS Canada, whether the person is a full-time or part-time employee, agent, contractor, intern or other representative of Sungard AS Canada.

“**Persons with Disabilities**” means any person or individual who has a Disability.

“**Service Animals**” means any animal individually trained to do work or perform tasks for the benefit of a Person with Disability.

“**Support Persons**” means any person or individual, who is hired or selected by a Person with Disability, to provide services or assistance with communication, mobility, personal care or medical needs, while accessing services.

Other related documents:

- AODA Customer Service Accessibility Procedures
- AODA & IASR 2014-2021 Multi-Year Accessibility Plan
- AODA Customer Feedback Form
- AODA Notice of Disruption of Service Form
- AODA Alternative Format Request Form

Revision history

The table below shows a history of the amendments and changes made to this Policy.

Version	Date	Person	Action
0	February 2013	Elisabeth Boeynaems/Peggy Campbell	Initial Release
1.1	May 15, 2015	M. Wolfheimer	Moved to new template, updated to reflect Global Health and Safety Committee ownership.

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