

TOTAL Transportation Solutions Inc. Accessible Customer Service Policies, Practices and Procedures

Executive Statement

Message from the CEO

TOTAL Transportation Solutions Inc. (TTSI) is committed to providing a respectful, welcoming, and inclusive environment to all our employees, contractors, sub-contractors, stakeholders, clients and the public with disabilities. (Input TTSI)

TTSI is committed to developing, implementing, and maintaining policies and regulations governing how it will achieve accessibility through meeting the requirements under the Accessible Canada Act (ACA).

This document outlines the steps TTSI is taking to meet those requirements and to improve access and opportunities for people with disabilities.

Introduction

Who We Are

TOTAL Transportation Solutions Inc. (TTSI) was incorporated in 1994, and has since become a leader in high value products moving, transportation and storage. We specialize in transportation and handling of high value and specialty items of all sizes, including fine arts and museum artifacts, data centre relocation, rigging services and project management. We take pride in our commitment to exceptional customer service and relationships, delivering quality services on time, every time.

Guiding Principles

We are committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. These policies have been created in line with the following principles, as outlined in the Accessible Canada Act (ACA):

- a) all persons must be treated with dignity regardless of their disabilities;
- b) all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
- c) all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- d) all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;



- e) laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons;
- f) persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and
- g) the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

The purpose of the Accessible Canada Act is to make Canada barrier-free by January 1, 2040. This involves identifying, removing and preventing barriers in federal jurisdiction in the following priority areas:

- employment
- the built environment (buildings and public spaces)
- information and communication technologies
- communication, other than information and communication technologies
- the procurement of goods, services and facilities
- the design and delivery of programs and services

Communication, as a priority area, includes the use of:

- American Sign Language
- Quebec Sign Language (Langue des signes québécoise), and
- Indigenous sign languages

The Act will be implemented in recognition of, and in accordance, with, the following principles:

- everyone must be treated with dignity
- everyone must have the same opportunity to make for themselves the life they are able and wish to have
- everyone must be able to participate fully and equally in society
- everyone must have meaningful options and be free to make their own choices, with support if they desire
- laws, policies, programs, services, and structures must take into account the ways that different kinds of barriers and discrimination intersect
- persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures, and
- accessibility standards and regulations must be made with the goal of achieving the highest level of accessibility

Definitions from the Act

Barrier

“means anything—including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an

impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

Disability

“means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation—whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.”

Accessible Customer Service Policies, Practices and Procedures

The following policies for accessible customer service have been created based on the requirements legislated under the *Accessibility for Ontarians with Disabilities Act* (AODA). The AODA represents the first piece of legislation completely dedicated to creating equal opportunity for people with disabilities. Since being implemented, the AODA has been relied upon as a template by other Provincial Governments striving to follow suit, as well as the foundation for Bill C81, the Accessible Canada Act, which governs federally regulated organizations including TTSI. Therefore, it was determined that the AODA, and its legislated requirements for large businesses, should be used to form the accessible customer service policies for TTSI and its various sectors operating in Canada. As other provinces and/or territories implement accessibility legislation in the future, TTSI may alter parts of these policies to suit the needs of the organization and the people and businesses it serves and supports as per best practices of accessible customer service.

The following are the Accessible Customer Service policies, practices, and procedures for TTSI:

Accessible Customer Service Policies, Practices and Procedures

Accessible Customer Service Training

TTSI will ensure all existing employees are trained under the requirements of the Accessible Customer Service policies. New employees will be trained within 3 months of their start date. Contractors representing TTSI shall also complete an Accessible Customer Service Training program within a reasonably expected timeframe of their initial contract date.

Employees will be trained on any changes or updates to all relevant accessibility policy documentation, practices and procedures as soon as practicable.

Feedback Process

It is the goal of TTSI to reflect the spirit of the ACA. A feedback process will be implemented enabling the leadership team to respond to feedback received regarding TTSI’s interactions, communications, programs and services involving its employees, representatives, stakeholders or the public. When an area of improvement has been identified, the appropriate representatives of TTSI will review the scenario and make every effort to accommodate, in a manner satisfactory to all parties, without causing undue hardship on the organization. Questions or feedback regarding the way TTSI provides services and programs to people with disabilities or about this



policy can be made by contacting TTSI by email at: _____, in writing at: _____, or by phone by calling: _____. Feedback may also be submitted via TTSI's website at: _____, or by completing the Customer Feedback Form (Appendix A) and submitting it via mail or email using the contact information provided above.

TTSI will respect each individual's right to privacy under *Canada's Privacy Act*.

Information and Communication

Any communication between TTSI and their employees, contractors, stakeholders or the public will be conducted in a manner that takes into account an individual's disability. TTSI is committed to working with an individual with a disability to determine how to best meet their communication needs. This may include, but will not be limited to, the following methods of communication:

- Sign language interpretation
- Verbal communication
- Written communication
- Digital communication which may include electronic text, video or audio
- Hand gestures

Alternate Formats of Communication

TTSI will endeavour to provide, if requested and reasonable, alternate formats of communications, such as this Policy, Practices and Procedures documentation, accessibility plans, invoices and other applicable reports. These formats may include, but are not limited to, such communication structures as:

- Print
- Large print (increased font size and clarity)
- Braille
- Audio
- Electronic

Federally regulated private-sector organizations with more than 100 employees must provide print, large print and electronic formats of these documents within 15 days of receiving a request. Requests for braille and audio formats of these documents must be provided within 45 days of a request being received.

Services Accessibility

1. For members or clients familiar to TTSI, it will be determined whether any changes will be necessary in order to accommodate a disability, and how those procedures will be implemented. Any changes made will be executed with input from the affected party(s).
2. Any new members or clients visiting the offices of TTSI who self-identify as a person with a disability will be informed of any accommodations that can be made pertaining to the identified disability if requested.



Service Animals

TTSI will ensure its employees are trained and familiar with the treatment and rules pertaining to the use of service animals. At no time will an employee of TTSI prevent an individual requiring the use of a service animal from accessing their service animal while on any premises under control of TTSI.

Support Persons

TTSI will ensure its employees are trained and familiar with the treatment and rules pertaining to the use of support persons.

At no time will an employee of TTSI prevent an individual requiring the use of a support person from accessing their support person while on any premises under control of TTSI.

Individuals requiring a support person will be treated with all due respect, focusing attention on the guest, and addressing the support person directly only if invited or absolutely necessary.

Undue hardship

An action that is unduly costly, extensive, substantial, or disruptive, or that would fundamentally alter the nature or operation of TTSI.

Appendix A

Feedback Form Template

TOTAL Transportation Solutions thanks you for taking the time to fill out our Accessible Customer Service Feedback Form. TTSI is committed to removing the barriers which may impede an individual from accessing our goods and services. TTSI will review your feedback/suggestions, and if changes can be adopted without creating an undue hardship on our organization, action will be taken at the earliest opportunity.

Please e-mail this form to _____

Name (optional):

Contact Information and please circle or note preferred method of contact (optional)

Phone Number

Email

Date:



Do you have feedback to share about the way TTSI is implementing its Accessibility Plan?

Yes No

Comments:

Did you experience any barriers in your dealings with any representative of TTSI? Yes No
Comments:

Yes No

Comments:

Did you have any communication issues? If so, how could they be improved;

Yes No

Comments:

Any additional comments;

We at TTSI would like to thank you for taking the time to help us with our accessibility policies and look forward to serving you to the best of our ability.