



Policy	Accessibility
Org Name	Paragon Security
Issue Date	January 2010
Revised:	April 2023

## PURPOSE

To meet accessibility standards as set out in the *Accessibility for Ontarians with Disabilities Act* ensuring people with disabilities have the same kind of opportunities as other employees and/or clients.

The purpose of this Customer Service Standards Policy is to fulfill the requirements set out in Regulation 429/07 of the **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)** and to establish a policy for Paragon Protection Ltd (“PARAGON SECURITY”) that governs the provision of its programs and services to persons with disabilities.

\*Participants = participants, clients, and employees.

## POLICY

### 1. Our Commitment

PARAGON SECURITY is committed to ensuring equal access and participation for people with disabilities. We are also committed to treating people with disabilities in a way that respects dignity and independence. We believe in integration and are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario’s accessibility laws.

### 2. Providing Programs and Services to People with Disabilities

PARAGON SECURITY takes reasonable efforts to ensure that its policies, practices, and procedures are consistent with the following four principles:

- Dignity
- Independence
- Integration
- Equal opportunity

**PARAGON SECURITY** is committed to excellence in serving all participants including people with disabilities and we will carry out our functions and responsibilities in the following areas:



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## **Best Practices and Procedures**

### **3.1 Communication**

- We will endeavor to do our best to communicate with people with disabilities in ways that take their disability into account.
- We will train staff who communicate with participants how to interact and communicate with various types of disabilities.
- We will ask how we can help.

### **3.2 Telephone Services**

We are committed to improving accessible telephone service to our participants. We will train our staff to communicate with participants over the telephone in clear and plain language and speak clearly and slowly.

We will offer to communicate with participants through email, relay services, and written means if telephone communication is not suitable for their communication needs or is not available.

### **3.3 Assistive Devices**

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

## **4. Guide Dogs, Service Animals, and Service Dogs**

A customer with a disability that is accompanied by a guide dog, service animal, or service dog will be allowed to access premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals, and/or service dogs.

If it is not readily apparent that the animal is being used by the visitor for reasons relating to their disability, PARAGON SECURITY may request verification from the visitor.

The visitor who is accompanied by a support animal is responsible for maintaining care and control of the animal at all times.

If a health and safety concern presents itself, for example, in the form of a severe allergy to the animal, PARAGON SECURITY will make all reasonable efforts to meet the needs of all individuals.



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## 5. Use of a Support Person

If the person with a disability is accompanied by a support person, PARAGON SECURITY will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

There may be times when seating and availability prevent the visitor and support person from sitting beside each other. In these situations, PARAGON SECURITY will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the visitor before any conversation.

## 6. Notice of Temporary Disruption

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of PARAGON SECURITY. PARAGON SECURITY will provide participants with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed on our website, and at all public entrances.

## 7. Training for Staff

PARAGON SECURITY will provide training to all employees who deal with the public or other third parties on their behalf, and all those who are involved in the development and approval of service policies, practices, and procedures.

Training will include:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the customer service standard.
- Instructions on how to interact with persons with disabilities who:
  - Use assistive devices;
  - Require the assistance of a guide dog, service dog, or other service animal; or
  - Require the use of a support person (including the handling of admission fees).
  - Instructions on how to use equipment or devices that are available at our premises or that we provide that may help persons with disabilities.



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Training will be facilitated through our Learning Management System and will be assigned to every new hire. Comprehensive training records, including the names of our employees and the date completed are digital and saved to our server providing the ability to reference, review, and re-assign accordingly. We will ensure that training module is relevant to our industry and up to date.

Staff will also be trained on an ongoing basis when changes are made to these policies, practices, and procedures.

### **8. Feedback Process**

The ultimate goal of PARAGON SECURITY is to meet and surpass participant expectations when serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

Positive feedback can be shared with the Service Team Manager or Director of the service/location.

### **9. Modifications to This or Other Policies**

We are committed to developing service policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities.

Any policy of PARAGON SECURITY that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

### **10. Questions About This Policy**

This policy exists to achieve service excellence for participants with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Vice President, Human Resources.

### **11. Administration of the Policy**

Responsibility for the periodic review and revision of the Policy lies with the Senior Management Team. The Policy will be reviewed and approved by the President of the Company.