



Customer Service Standards Policy under the *Accessibility for Ontarians with Disabilities Act, 2005*

1. **PURPOSE**

The following policy, practices and procedures have been established by Elavon Canada Company (“Elavon”) to govern the provision of its services in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005, Regulation 429/07 Accessibility Standards for Customer Service, and Regulation 191/11 Integrated Accessibility Standards*.

2. **APPLICATION**

The Policy applies to all employees, agents, volunteers and other members (“members”) of Elavon, operating in the province of Ontario.

This Policy recognizes that Elavon provides goods or services to members of the public or other third parties on some of its premises in Ontario. Accordingly, Elavon is committed to ensuring it is compliant with the *Accessibility for Ontarians with Disabilities Act, 2005, Regulation 429/07 Accessibility Standards for Customer Service*, within the scope and context of the services it provides.

3. **POLICY STATEMENT**

Elavon is committed to providing an accessible environment in which all individuals have access to the company’s goods and services in a manner that positively reinforces customer service. Elavon strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. Elavon is also committed to giving individuals with disabilities equal opportunity to access our goods and services, and is committed to allowing them to benefit from the same services, in the same place, and in the same or similar manner as other customers.

4. **STATEMENT OF COMMITMENT**

Elavon is also committed to treating all individuals in a way that allows them to maintain their dignity and independence and provides for integration and equal opportunity. Elavon is committed to meeting the needs of individuals with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* and its Regulations.

5. **COMMUNICATION**

Communication is an integral aspect of Elavon’s commitment to customer service. When communicating with a person with a disability, Elavon’s members will make reasonable efforts to take into account the person’s disability. Elavon will consult with customers with disabilities to determine their information and communication needs. A feedback and accommodation process has been put in place as outlined below in this policy document. Elavon is committed to ensuring that its website conforms to the Web Content Accessibility Guidelines (WCAG 2.0 Level AA).





Elavon is committed to training its members who communicate with customers regarding how to interact and communicate with people who have various types of disabilities.

6. ASSISTIVE DEVICES

Elavon is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from its services. Elavon will ensure that all of its members are trained and familiar with assistive devices that may be used by disabled customers while accessing our services. It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times while accessing services on Elavon’s premises.

7. USE OF SERVICE ANIMALS AND SUPPORT PERSONS

A person with a disability may enter Elavon’s premises accompanied by a guide dog or other service animal, as long as the service animal is not otherwise excluded by law from the premises. It is the responsibility of the person with a disability to ensure that his or her service animal is kept in control and with them at all times.

A person with a disability may enter Elavon’s premises accompanied by a support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to the support person while on the premises. A support person, when assisting a person with a disability, may attend meetings, presentations, and other events on the premises and will be permitted to attend at no charge where an admission or registration fee would otherwise be applicable.

Consent from the person with a disability is required when communicating private issues related to the person with the disability, in the presence of the support person.

Elavon reserves the right to require a person with a disability to be accompanied by a support person when on the premises, if a support person is necessary to protect the health and safety of the person with a disability or the health or safety of others on the premises.

8. NOTICE OF TEMPORARY DISRUPTION AND ACCESSIBILITY EMERGENCY INFORMATION

Elavon will provide customers with notice, as soon as it is able to do so, in the event of a planned or unexpected disruption in access to the Elavon’s premises or the services usually used by people with disabilities in accessing Elavon’s goods or services. When temporary disruptions occur, Elavon will provide notice by posting the information on the company’s website at www.Elavon.ca or by such other method as is reasonable in the circumstances. The notice of disruption will outline the reason for the disruption, its anticipated duration, and a description of alternative access or services, if any. In addition to providing customers with notice of a temporary disruption, Elavon is committed to providing customers and employees with publicly available emergency information in an accessible format, upon request.

9. TRAINING

Elavon will provide training to all its members who deal with customers, the public or other third parties on its behalf, and all those responsible for the development of customer service policies, practices and procedures. Applicable members will be trained on policies, practices and procedures that affect the manner in which the company’ services are provided to people with disabilities.





Training and instruction will be provided on the following matters:

- The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of *Regulation 429/07 Accessibility Standards for Customer Service, and 191/11 Integrated Accessibility Standards*;
- 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 guide dog or service animal or a support person;
- How to use assistive devices or equipment that are available on Elavon’s premises;
- What to do if a person with a disability is having difficulty accessing Elavon’s premises or services; and
- This Policy and any company policies, practices and procedures relating to *Regulation 429/07 Accessibility Standards for Customer Service and 191/11 Integrated Accessibility Standards*.

The training will be provided to existing members as soon as practicable after the member is assigned customer service duties. Any new hires will undertake training as part of their orientation. Elavon will provide ongoing training in relation to any changes to its policies, practices and procedures that govern the provision of services including any training updates to ensure that employees continue to meet with requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* and its Regulations, and the *Human Rights Code*, as it pertains to persons with disabilities.

10. REQUEST FOR ACCESSIBLE SERVICES AND FEEDBACK

A person with a disability who has a special need may request an accommodation with respect to access to Elavon’s services. The request should be made as soon as possible. It will be assessed on a case-by-case basis and Elavon will make its best efforts to respond to it effectively and in accordance with the principles established under the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*.

Accommodation requests and feedback regarding the delivery of services to people with disabilities may be given by telephone, by delivering an electronic text, by email or other electronic format, in person, in writing, or by using Elavon’s website at www.Elavon.ca.

Feedback is welcomed as it may identify areas that require change and encourage continuous customer service improvements. Elavon is committed to responding to any complaints within 10 business days. All accommodation requests and feedback should be directed to accessibility@elavon.com or 416-640-2640 x232.

Any questions about this policy or information about accommodation requests and feedback process and how Elavon responds to feedback and addresses complaints is available by contacting accessibility@elavon.com or 416-640-2640 x232 or by using Elavon’s website at www.Elavon.ca.

Written requests and feedback can be sent to:

Attn: Human Resources – Accessibility
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