

# Accessibility for Ontarians with Disabilities Act - (AODA) Policy

---

**Public Mobile** is committed to providing its goods and services in ways that respect the dignity and independence of people with disabilities. We are also committed to giving people with disabilities access to our goods and services in the same place and in a similar manner as other customers.

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, Public Mobile is committed to excellence in serving all customers including people with disabilities in the following areas:

## 1. Public Mobile will use reasonable efforts to ensure that policies, practices and procedures are documented and consistent with the following core principles of the standard:

- a. **Dignity** - Respect the dignity of a person with a disability. Treat them as customers and clients who are as valued and as deserving of effective and full service as any other customers
- b. **Independence** - People who may move or speak more slowly should not be denied an opportunity to participate in a program or service because of these factors. A PMI employee should not hurry them or take over a task for them if they prefer to do it themselves in their own way.
- c. **Integration** - Allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers. Sometimes, integration does not serve the needs of all people with disabilities. In these cases it is necessary to use alternate measures to provide goods or services.
- d. **Equal Opportunity** - Allow people to have the same chances, option, benefits and results as others. In the case of services, it means that people with disabilities have the same opportunity as others to benefit from the way PMI provides goods or services. They should not have to make significantly more effort to access or obtain service. They should also not have to accept lesser quality or more inconvenience.

## 2. Communication and Documentation

When communicating with a person with a disability, Public Mobile employees will do so in a manner that takes into account the person's disability.

- a. When providing a copy of a document to a person with a disability, PMI shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability.

## 3. Personal Assistive Devices

Public Mobile is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services.

## 4. Support Persons

Public Mobile is committed to welcoming a support person to assist people with disabilities. We will train our employees to interact with individuals who use the services of a support person.

## 5. Service Animals

A person with a disability may enter Public Mobile premises accompanied by their guide dog or service animal in the areas of the premises that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, other measures to provide services to the person with a disability may be used.

## 6. Notice of Disruptions in Service

Public Mobile will make reasonable efforts to provide notice to customers, when possible, if services are unavailable.

- a. When a disruption occurs unexpectedly, notice shall conspicuously be posted as soon as possible.

## 7. Training

Accessible Customer Service training will be provided to all Public Mobile employees. Public Mobile's new employee orientation program incorporates an AODA segment to ensure all employees are trained.

- a. Training shall include how to interact and communicate with persons with various types of disability, including those who rely on assistive devices, service animals or support persons, as well as what to do if a person with a disability is having difficulty accessing Public Mobile's services.

## 8. Feedback

The goal of this policy is to meet service delivery expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Public Mobile will acknowledge customer feedback in a timely manner that takes into account the customer's disability.

- a. Public Mobile will track customer feedback through available tracking systems.
- b. Feedback may be provided to:

### Public Mobile

Public Mobile, 25 York Street, 24th Floor, Toronto, Ontario, M5J 2S5  
Attention: Accessibility

or [customerservice@publicmobile.ca](mailto:customerservice@publicmobile.ca)

### Copies of this policy

If Public Mobile is required to provide a copy of this policy to a person with a disability, Public Mobile will give the person this document, or the information contained in it, in a format that takes into account the person's disability. This document is available in French.