

ACCESSIBLE CUSTOMER SERVICE

Purpose

The *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* aims to establish standards that provide Ontarians with disabilities the same opportunity of access to and benefit from goods, services, facilities, accommodation and employment as are provided to other persons. The AODA applies to LexisNexis Canada (LNC), and regulations established under the AODA are being phased in and become effective over a period of years.

The purpose of the Accessible Customer Service policy is to establish LexisNexis Canada's commitment to complying with the AODA and its accessibility regulations.

Policy

LexisNexis Canada is committed to applying the principles and regulations of the AODA to our daily operations so as to provide equal opportunity of access to persons with disabilities within LNC. This Policy applies to all of LexisNexis Canada's activities and functions.

All employees are responsible for being aware of this policy, for participating in training related to this policy, and for compliance with the principles and regulations of the AODA as set out in this policy.

Definitions

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Customers – refers to people who receive goods or services.

Dignity – allows the person with disabilities to maintain self-respect and the respect of other people.

Disability – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- 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 coordination, 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 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.

Equal Opportunity – a person with disabilities has opportunity to access goods or services, employment and access to the community equal to that given to others.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Independence – when a person with disabilities is allowed to do things on their own without unnecessary help or interference from others.

Integration – allows the person with disabilities to benefit from the same services, in the same place, and in the same or similar way as others, unless an alternate measure is necessary to enable a person with disabilities to access goods or services, employment or the community.

Service Animal – is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

Providing Goods and Services to People with Disabilities

LexisNexis Canada is committed to excellence in serving all customers including persons with disabilities and we will carry out our functions and responsibilities in the following areas:

a. Communication

We will communicate with persons with disabilities in ways that take into account their disability and train our employees who communicate with customers on how to interact and communicate with persons with various types of disabilities. We will, upon request and in a timely manner, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities.

b. Telephone Services

We are committed to providing fully accessible telephone service to our customers and we will train employees to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by email if telephone communication is not suitable to their communication needs.

c. Assistive Devices

We are committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our employees are trained and familiar

with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

d. Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, print, and email. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

Use of Service Animals, Guide Dogs and Support Persons

LexisNexis Canada will ensure that the access, use and benefit of services are not compromised for persons with disabilities who are accompanied by a service animal, guide dog or support person:

Service animals and guide dogs will be permitted to enter and remain on LexisNexis Canada premises that are open to the public and other third parties together with the person with disabilities. Support persons will be permitted to enter premises together with the person with disabilities, and continuing access to the support person will be ensured.

Notice of Temporary Disruption to Facilities or Services

If there is a temporary disruption in the facilities or services LexisNexis Canada provides for persons with disabilities:

We will provide notice of the reason, the expected duration and available alternatives if any on the company website or other reasonable means in the circumstances.

Training

All employees, interns, agents and/or contractors who deal with the public or other third parties that act on behalf of LexisNexis Canada or those who are involved in the development and approval of service policies, practices and procedures will receive training about the provision of services to persons with disabilities.

Training will include:

- A review of the purposes of the Act and requirements of the Regulation.
- Instruction on how to interact and communicate with persons with various types of disabilities.
- Instruction on the use of available technology and assistive devices, and on interaction with service animals, guide dogs, and support persons.
- Instruction on what to do if a person with disabilities is having difficulty accessing services.

LexisNexis Canada will maintain a record of the training provided.

Feedback Process

LexisNexis Canada shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Customers can submit feedback to:

aoda@lexisnexis.ca or 1-800-668-6481

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.