

Ontario AODA Customer Service Policy & Procedures

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Policy Owner: Lisa Pimentel

Executive Sponsor: Eva Andres

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Ontario AODA Customer Service Policy & Procedure

1.0 Our Mission

From silicon to software, the Juniper story is one of intelligent people creating solutions that challenge the status quo. We connect everything and empower everyone.

2.0 Our Commitment

In fulfilling our mission, Juniper Networks Canada, Inc. (Juniper) strives always to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

3.0 Scope

The scope of the AODA Customer Service Policy applies to all persons employed at Juniper, with specific applicability in the Ontario, Canada facilities, and includes all customers, contractors, and visitors.

4.0 Definitions

AODA stands for "Accessibility for Ontarians with Disabilities Act".

Accessible Formats include, but are not limited to:

- Large print
- Recorded audio and electronic formats
- Braille
- Other formats usable by persons with disabilities

Assistive Device is defined as any device that is designed, made, or adapted to assist a person perform a particular task. Examples include canes, crutches, walkers, wheel chairs, hearing and visual aids, among others.

Communication Supports include, but are not limited to:

- Captioning
- Alternative and augmentative communication supports
- Plain language
- Sign language
- Other supports that facilitate effective communications

Communications is defined as the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

Information includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

Disability covers a broad range and degree of conditions, some visible and some not visible. A disability may have been present from birth, caused by an accident, or developed over time.

Disabilities include:

- Physical, mental and learning disabilities
- Mental disorders
- Hearing or vision disabilities
- Epilepsy
- Mental health disabilities and addictions
- Environmental sensitivities
- Other conditions

The Ontario Human Rights Code defines a disability as:

- 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 co-ordination, 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 a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- a mental disorder
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

Guide Dog is defined as a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations.

Service Animal is an animal for a person with a disability if:

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

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

5.0 Serving People with Disabilities

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

5.1 Communication

We will communicate with people with disabilities in ways that consider their disability.

5.2 Telephone Services

We are committed to providing fully accessible telephone service to our customers. We will train staff 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, in person, using web video services, or in writing, if telephone communication is not suitable to their communication needs or is not available.

5.3 Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff members are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

We will also ensure that staff members know how to use assistive devices which may be made available on our premises for customers.

5.4 Billing

We are committed to providing accessible invoices to all our customers. For this reason, invoices will be provided in the following formats upon request: via email or regular mail, in electronic or hard copy format.

We will answer any questions customers may have about the content of the invoice by telephone, or via email.

5.5 Online Ordering and Delivery

Juniper provides online access to sales resources to facilitate order fulfillment, as well as product shipping to the customer's location and on-site sales visits, delivery and/or implementation of our products and services where contracted.

We are committed to providing an accessible online customer experience by meeting Web Content Accessibility Standards, and have published Juniper Networks' Accessibility Commitment online, including Accessibility Tips, Assistive Devices recommendations and website Feedback process.

6.0 Use of Service Animals and Support Person

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers, and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Juniper's premises with his or her support person. At no time, will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Fees are not charged for admission to Juniper's premises, and all visitors will be accompanied by a Juniper employee during visits.

7.0 Notice of Temporary Disruption

Juniper will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people 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 at all public entrances on our premises, and as applicable, notice of disruption will be provided to customers planning to visit our Ontario operations.

8.0 Training/Implementation

Juniper will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices, and procedures. Individuals in the following positions will be trained:

Reception, sales and customer service staff, on-site managers and off-site roles assigned to support facilities and customers, as well as those involved in the creation of Juniper's customer service-related policies, practices and procedures.

This training will be provided within three months after staff commence their duties or after re-assignment to one of the designated roles requiring AODA customer service standard training. Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- 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 service animal or a support person
- How to use any equipment or devices available on our premises or otherwise that may help with the provision of goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Juniper's goods and services.
- Juniper's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices, and procedures.

9.0 Feedback Process

Juniper's ultimate goal is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Juniper provides goods and services to people with disabilities can be made by mail, email, online, telephone, or in-person at our locations below. Customers can expect to hear back within fifteen days.

Juniper Canada (Juniper Networks Canada)

100-340 Terry Fox Drive
Kanata, Ontario, Canada K2K 3A2
Telephone: 1-613-591-2700

Attention: Sandra Ide, Senior Administrative Associate

Email: side@juniper.net

Juniper Optical (Ontario-Kanata Optical)

200-1000 Innovation Drive
Kanata, Ontario, Canada K2K 3E7
Telephone: 619-287-1700

Attention: Julia Attwood, Executive Associate

Email: jattwood@juniper.net

Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

10.0 Modifications to This Policy/Other Policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any Juniper policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

11.0 Questions About This Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, inquiries shall be referred to the respective contacts listed above.

12.0 Reference

- Accessibility for Ontarians with Disabilities Act, 2005 – Ontario Regulation 191/11 – Integrated Accessibility Standards
- Accessibility for Ontarians with Disabilities Act, 2005 – Ontario Regulation 165/16 – Integrated Accessibility Standards
- Ontario Human Rights Code
- Ontario Human Rights Commission
- Blind Persons' Rights Act, R.S.O. 1990, c. B.7
- Medical Definition of Assistive Device – medicinenet.com

Document History

Version	Author	Effective Date	Changes
1.0	Jennifer Leung	04/24/17	Initial Implementation
2.0	Lisa Pimentel	06/07/20	Policy Name & Template Updated