



CAM TRAN CO. LTD.

P.O. Box 866, Purdy Road
Colborne, Ontario K0K 1S0
Tel. (905) 355-3224
Fax (905) 355-2273
Website: www.camtran.com

USE OF SUPPORT PERSONS, SERVICE ANIMALS AND ASSISTIVE DEVICES

Standard Statement:

Cam Tran Co Ltd. is committed to providing accessible facilities to all individuals. This is consistent with our Core Values of Integrity, Quality, Compassion/Supportive and Fun/Relationships. We will strive to meet or exceed the legislative requirements of the Ontarians with Disabilities Act 2001, the Accessibility for Ontarians with Disabilities Act 2005 and any subsequent legislation to achieve a fully accessible Ontario by 2025.

Policy:

Cam Tran is committed to welcoming people with disabilities who are accompanied by a support person or a service animal, as well as those individuals who use assistive devices.

Support Persons:

1. A support person is defined as another person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or accessing goods and services.
2. If a person with a disability is accompanied by a support person, the provider of goods and service shall ensure that both persons are permitted to enter the premises together and that the person with the disability is not prevented from having access to the support person while on the premises.
3. Staff and service providers will address the person accessing the service directly and will refrain from addressing the support person for any reason unless directed to do so by the person with a disability.
4. The provider of goods and services may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health and safety of the person with a disability or the health and safety of others on the premises.
5. In situations where Cam Tran has obligations under privacy laws or has issues of confidentiality or professional obligations, a support person may be requested to agree to requirements of service just as the person with a disability does.

Service Animals:

1. If a person with a disability is accompanied by a guide dog or other service animal, Cam Tran shall ensure that the person is permitted to enter the premises with the animal.
2. Where a service animal is excluded from an area by law, Cam Tran will ensure that other measures are available to enable the person with a disability to obtain, use and benefit from the Cam Tran's goods and services. Service animals are allowed in our Cafeteria.
3. Service animal access will be limited to areas where public normally access.
4. The animal must be in the control and care of the individual for whom the support animal services.
5. The person accompanied by the support animal will endeavor to manage all the bodily functions of that animal.
6. The service animal is to be clean, of good health and not posing an infection control risk.
7. Cam Tran staff and volunteers are not to interact with the service animal as this may distract the animal from the performance of its duties.
8. Staff and others who have allergies to the service animal will be relocated/reassigned to an area limiting exposure to the allergen. All possible interventions shall be undertaken to limit exposure to allergens.

ISO9001: 2008





CAM TRAN CO. LTD.

P.O. Box 866, Purdy Road
Colborne, Ontario K0K 1S0
Tel. (905) 355-3224
Fax (905) 355-2273
Website: www.camtran.com

9. It is noted that not all support animals are guide dogs. Under the legislation, “an animal is a support animal for a person with a disability if the person provides a letter from a physician or a nurse confirming that the person requires the animal for reasons relating to the disability”. When there are concerns around the safety of or the animal is disruptive to the service provision to others, Cam Tran has the right to request that the person produce such a document to qualify the animal as a service animal. This action is reserved for situations of grave concern and is not a routine practice.

Assistive Devices:

Cam Tran is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. Cam Tran ensures that staff is trained to be familiar with various assistive devices that may be used by customers with disabilities while accessing our services, including but not limited to the following:

- wheelchairs (manual and motorized), motorized transports
- walkers, canes, crutches
- hearing aids
- white canes
- oxygen tanks
- electronic communication devices
- magnifiers

ISO9001: 2008





CAM TRAN CO. LTD.

P.O. Box 866, Purdy Road
Colborne, Ontario K0K 1S0
Tel. (905) 355-3224
Fax (905) 355-2273
Website: www.camtran.com

ISO9001: 2008



