

Accessible Customer Service Policy Providing Goods and Services to People with Disabilities

1) Policy Statement

In compliance with the *Accessibility for Ontarians with Disabilities Act, 2005*, Accessibility Standards for Customer Service, Ontario Regulation 429/07, the Windsor Mold Group (WMG) strives to provide services in a way that respects the dignity and independence of people with disabilities.

2) Commitment and Scope

WMG is committed to preventing, identifying and removing any barriers that could impede the ability of people with disabilities to access services.

3) Assistive Devices

WMG will ensure that our employees are trained and familiar with various assistive devices that may be used by a customer with a disability and any assistive devices we have on-site or that we provide that may be used by customers with disabilities while accessing our goods or services.

4) Communication

The employees of WMG will communicate with people with disabilities in ways that take into account their disability, respecting their dignity and independence, and taking into account their specific needs.

5) Telephone Services

We are committed to providing fully accessible telephone services to our customers. We will train staff to communicate with customers over the telephone in a clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by e-mail if telephone communication is not suitable to their communication needs or not available.

6) Service Animals and Support Persons

- a) We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and other third parties

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- b) This may or may not require escorted tours facilitated by an employee. We are also committed to welcoming people with disabilities who are accompanied by a support person.

7) Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, we will notify the customer by clearly posting a notice including information about the reason for the disruption, its anticipated length of time, and a description of alternative services, if available. The notice will be placed in the area to which it applies.

8) Billing

WMG is committed to providing accessible notices or invoices to all our customers. Notices or invoices will be provided in alternative formats upon request.

9) Training

- a) WMG will provide training to all employees that deal with the public or other third parties on behalf of the organization, and every person who participates in developing the organization's policies, practices and procedures on providing goods or services. The training will be provided to employees within 30 days of employment. Additional training will be provided on an ongoing basis when changes are made to these policies, programs and practices.
- b) Training will include:
 - An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
 - WMG's policy related to 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 the equipment or devices, if available on-site or otherwise that may help with providing goods or services to people with disabilities
 - What to do if a person with a disability is having difficulty in accessing WMG's goods and services

10) Feedback process

- a) Customers who wish to provide feedback on the way WMG provides goods and services to people with disabilities can contact the Divisional Human Resources Manager who will forward a feedback form for completion. All feedback, including complaints, will be reviewed by the Divisional Human Resources Manager.
- b) Customers can expect a reply within ten (10) business days.

11) Policy Modifications

Any policy of WMG, inclusive of this said Policy, that does not respect and promote the dignity and independence of people with disabilities will be modified or removed if necessary.

12) Questions about this Policy

This Policy has been developed to break down barriers and increase accessibility for persons with disabilities in the provision of services in a way that respects the dignity and independence of all people. If anyone has a question about the policy, or if the purpose of a policy is not understood, individuals are encouraged to submit an Accessibility Feedback Form to be returned to:

Mrs. Karen Speers, Divisional HR Manager
Windsor Mold Group
4035 Malden Road
Windsor, Ontario, N9C2G4
Phone: 519-972-9032 ext. 1128 or fax: 519-972-3788

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