



AODA - CUSTOMER SERVICE POLICY

Policy

In accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, (AODA) *Accessibility Standards for Customer Service*, Anchor Danly is committed to providing accessible goods or services to all of our customers including people with disabilities.

Scope

Our customers include clients, business associates, contractors, suppliers and visitors. We are dedicated to providing goods or services that can be accessed in an equitable manner, as all of our customers are valued.

Communication

Communication is an integral part of our customer service commitment. We are dedicated to **making reasonable efforts to take into account our customers' specific needs when communicating** with them. We clearly understand that communication styles vary and that not all persons with the same disability use the same communication modalities. Therefore, the company will make every effort to ensure that our employees take this into consideration and, when unsure, to always ask our customers how best to communicate with them. We will communicate with people with disabilities in ways that take into account their disability that respects their dignity and independence.

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 when needed.

We will offer to communicate with customers by other means necessary (eg. email, interpreter, TTY, etc.) if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices

We will ensure that employees are trained to be familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

Service Animals and Support Persons

We welcome people with disabilities and their service animals and are committed to ensuring that all customers who are accompanied by service animals (not otherwise excluded by law), guide dogs

or support persons are able to access all parts of our premises that are open to the public and to third parties. This may or may not require escorted tours facilitated by an employee.

While visiting Anchor Danly, it is the responsibility of the person with a service animal to control the animal at all times. In the event a company staff member is allergic to animals, alternative arrangements will be negotiated.

Consent from the person with a disability is required when communicating private issues related to the person with the disability, on the presence of a support person.

Billing

Anchor Danly is committed to providing accessible notices or invoices to all our customers. For this reason, notices or invoices will be provided in alternative formats upon request.

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.

Training

Anchor Danly will provide training to all employees who deal with the public or other third parties on our behalf.

This training will be provided to employees within the first 30 days of employment. Additional training will be provided on an ongoing basis when changes are made to these policies, practices and procedures. **The amount and format of training will depend on the person's interaction with persons with disabilities.** Training will include:

- An overview of the Accessibility for Ontarians Act, 2005 and the requirements of the customer service standard
- Our 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 any equipment that may be available on site that may help with providing goods and services to people with disabilities
- **What to do if a person with a disability is having difficulty in accessing the company's goods and services**

Feedback Process

Customers who wish to provide feedback on the way Anchor Danly provides goods and services to people with disabilities can provide their feedback by contacting the local Human Resources Administrator or other staff who will forward a feedback form to be completed.

Customers can expect to hear back within 30 days of providing feedback.

Modification to this or Other Policies

Any of our Company policies that do not respect and promote the dignity and independence of people with disabilities will be reviewed by the HR Team and modified or removed if necessary.

Integrated services will be incorporated into our systems where possible to allow people with disabilities to have equal access and opportunity to benefit from our goods and services.

This policy is designed to inform our employees and customers that Anchor Donly is dedicated to adhering to the requirements of AODA and O. Reg. 429/07 as well as our personal commitment to providing accessible goods or services to our customers. This policy will be made available in an alternate format upon request and will be provided within a reasonable timeframe once requested.

If you require further information on accessibility please contact the local HR Administrator.

Reference Documents

1. Service Disruption Notice Template
2. Customer Service Feedback Form

To read the Accessibility for Ontarians with Disabilities Act

1. Go to the website www.AccessON.ca/compliance
2. Click on the [Accessibility for Ontarians with Disabilities Act, 2005](#)

To read the customer service standard

1. Go to the website www.AccessON.ca/compliance
2. Click on [Accessibility Standards for Customer Service Regulation, O. Reg. 429/07](#)