

## **CUSTOMER SERVICE ACCESSIBILITY STANDARD**

### **CUSTOMER SERVICE PLAN**

Dynamic Millwrights is committed to excellence in serving all customers including people with disabilities.

#### **Assistive Devices:**

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services. Communication: We will communicate with people with disabilities in ways that take into account their disability.

#### **Service Animals:**

We welcome people with disabilities and their service animals. Service animals are allowed in our front entrance and meeting room.

#### **Support Persons:**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

#### **Notice of Temporary Disruption:**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Dynamic Millwrights will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at our front entrance.

**Training for Staff:**

Dynamic Millwrights will provide training to employees and volunteers/ students who deal with the public or other third parties on their behalf. This training will be provided to staff during orientation, typically within 30 days of being hired with Dynamic Millwrights.

**Training will include:**

- An overview of the Accessibility for Ontarians with Disabilities Act, and the requirements of the customer service standard
- Dynamic Millwrights' 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 support person
- What to do if a person with a disability is having difficulty in accessing Dynamic Millwrights goods and services.

Staff will also be trained when changes are made to this plan.

**Feedback Process:**

Customers who wish to provide feedback on the way Dynamic Millwrights provides services to people with disabilities can provide feedback verbally or in written format. All feedback should be directed to Dynamic Millwrights' Office Manager.

Customers can expect to hear back within 30 days.

Complaints will be addressed according to our complaint procedures.

**Modifications to this or Other Policies:**

Any policy of Dynamic Millwrights that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.