Crawford Packaging

ACCESSIBLE CUSTOMER SERVICE POLICY

POLICY # HR010

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Written by: Human Resources	**Date**: June 2017
Reviewed by:	**Date:**
Approved by: President	**Date:**

INTENT

The purpose of this policy is to outline responsibilities of employees, volunteers and others who deal with the public or other third parties on behalf of Crawford Packaging in providing goods and services to people with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act 2005 (AODA).

PRINCIPLES

We will endeavor to ensure that policies and related practices and procedures are consistent with the following four (4) core principles:

Dignity – Persons with a disability must be treated as valued clients as deserving of service as any other customer.

Equality of Opportunity – Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services.

Integration – Wherever possible, persons with a disability should benefit from our services in the same place and in the same or similar manner as any other customer.

Independence – Services must be provided in a way that respects the persons independence. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

Providing Goods and Service to People with Disabilities

We are committed to excellence in serving all customers including people with disabilities. This commitment is demonstrated in the areas of:

Communication – We train our employees on how communicate with people with disabilities in ways that consider their disability and the above 4 principles.

Telephone Services – We train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

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 ensure that our employees are trained and familiar with various assistive devices that may be used by customers.

Billing – We are committed to providing accessible invoices to all our customers. Invoices will be provided in an alternative format upon request. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

Use of Service Animals – We are committed to welcoming visitors 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 employees, volunteers and others dealing with the public are properly trained in how to interact appropriately with a service animal.

Use of Support Persons – We are committed to welcoming visitors who are accompanied by a 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.

Accessibility - Our Crawford Packaging offices are wheelchair accessible and have wheelchair accessible washrooms.

NOTICE OF DISRUPTION

We provide customers with notice in the event of a planned or unexpected disruption regarding access to our facilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services if available.

RESPONSIBILITIES

- Ensuring compliance with the *Ontario Regulation 429/07, Accessibility Standards for Customer Service;*
- Including accessibility in annual planning processes;
- Providing notification of service disruptions;
- Providing all documentation in appropriate formats upon request by a person with a disability;
- Monitoring the progress of legislative requirements to ensure compliance;
- Communicating all policies, procedures and practices to employees;
- Coordinating and provide training to comply with *Ontario Regulation 429/07, Accessibility Standards for Customer Service;*

- Coordinating and maintaining training records;
- Establishing and maintaining an ongoing training program to ensure all employees are trained in providing Accessible Customer Service as part of the corporate orientation process

EMPLOYEE TRAINING

We provide training to all employees, volunteers and others who deal with the public or other third parties on our behalf. Training is developed and delivered in various formats.

Training includes 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.
- What to do if a person with a disability is having difficulty in accessing our goods and services

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

DOCUMENTATION

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided will be maintained in accordance with the requirements of the Act.

FEEDBACK PROCESS

A Customer Feedback Form is available from either location at the reception desk, and can be emailed, mailed, or faxed as requested. The form can also be obtained in person by arranging an appointment. All feedback will be directed to Human Resources for review. Customers can expect to hear back within ten (10) business days.