

ACCESSIBLE CUSTOMER SERVICE PLAN

Providing Goods and Services to People with Disabilities

Industrial Safety Trainers Inc. 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 goods or 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 on the parts of our premises that are open to the public.

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.

Fees will **not** be charged for support persons for admission to Industrial Safety Trainers' premises. We will notify customers of this through a notice posted on our premises and on our web-site at time of booking if client advises of disability.

Notice of Temporary Disruption:

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Industrial Safety Trainers 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 Industrial Safety Trainers Head Office in Barrie and on the web-site.

Training for Staff:

Industrial Safety Trainers will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

- Safety Trainers
- Account Managers
- All Administration Support Staff.

This training will be provided to staff as part of the new Employee Orientation Training within 2 weeks of hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Industrial Safety Trainers' accessible customer service plan
- 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 Industrial Safety Trainers' goods and services

Staff will also be trained when changes are made to our accessible customer service plan.

Feedback Process:

Customers who wish to provide feedback on the way Industrial Safety Trainers provides goods and services to people with disabilities can email or fax concerns. All feedback will be directed to VP Finance/Admin. Customers can expect to hear back within 2 business days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies:

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