

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

Purpose

This policy is intended to meet current legislative requirements and applies to the provision of goods and services to the public, not the goods themselves. Our policy aims to ensure that persons with disabilities are provided equal opportunity to obtain, use and benefit from our goods and services. Reasonable efforts will be made to ensure that:

- Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- The goods and services provided to persons with disabilities are integrated with the provision to others unless an alternate measure is necessary to allow a person with a disability to benefit from the goods and services. The alternate measure may be temporary or permanent;
- Communication with a person with a disability is conducted in a manner that takes into account his or her disability;
- People with disabilities may use assistive devices, service animals and support persons as is necessary to access our goods and services.

Policy

1. Providing goods and services to people with disabilities

We are committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

a. Communication

- We will communicate with people with disabilities in ways that take into account their disability.
- We will train our staff on how to interact and communicate with people with various types of disabilities.
- We will train our staff to communicate with customers in plain language and to speak clearly.
- We will offer to communicate with customers in a written format (i.e. by e-mail) if telephone communication is not suitable to their communication needs or is not available.

b. 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 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.

c. **Billing**

We are committed to providing accessible invoices to all of our customers. For this reason, statements or invoices will be provided in alternate formats upon request: hard copy, large print, and by e-mail.

2. Use of service animals and support persons

We are committed to welcoming people with disabilities 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 staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter our premises with his or her 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. There are no applicable admission fees for support persons to enter our premises.

3. Notice of temporary disruption

We will make reasonable effort to provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by all of our customers including people with disabilities. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises.

4. Training for staff

We will ensure that the employees to whom this policy applies receive training as required by the applicable legislation. This training will be also be provided as part of orientation training for new employees to whom the policy applies, and on a continuing basis as required. Training will include:

- The purpose 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 or services;
- Our policies, practices and procedures relating to the customer service standard.

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

5. Feedback process

The ultimate goal of Domclean Limited is to meet and surpass customer expectations while servicing customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way our organization provides goods and services to people with disabilities can be made by letter, e-mail or verbally. All feedback will be directed to our Human Resources Manager at: feedback@domclean.com. Customers can expect to hear back within 5 business days.

6. Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

7. Questions about this policy

The purpose of this policy is to provide a framework through which we can achieve service excellence for people with disabilities. If anyone has questions about this policy, please contact:

Human Resources Manager
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29 Craig Street
Brantford, ON N3R 7H8
519-752-3725