

Accessible Customer Service Policy

HR Policy: HR – 016

Approved by:	President – Brooklin Concrete Products Corp.
Originated:	December 2017
Revision Date:	September 2023
Applies to:	All Salaried and Hourly Employees of Brooklin Concrete
Administered by:	Human Resources

Policy Statement

Brooklin Concrete is committed to excellence in serving all customers including people with disabilities.

This policy is intended to meet the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves. This policy will be updated and training provided as required.

All goods and services provided by Brooklin Concrete shall follow the principles of dignity, independence, integration and equal opportunity.

Providing goods and services to people with disabilities

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

Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

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.

We will offer to communicate with customers by other means of communication that may apply, e.g. text, email, facsimile, if telephone communication is not suitable to their communication needs or is not available.

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.

Billing

We are committed to providing accessible invoices to all our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email, etc.

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

Use of Guide Dogs, Service Dogs, 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 people 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 Brooklin Concrete's 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.

Notice of temporary disruption

Brooklin Concrete will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its 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 and on our website when possible.

Training for staff

Brooklin Concrete will provide training to all employees, and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

This training will be provided as soon as practicable after staff commence their duties.

Training will include 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 Brooklin Concrete's goods and services
- Brooklin Concrete's policies, practices and procedures relating to the customer service standard.

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.

Feedback process

The ultimate goal of Brooklin Concrete is to meet customer needs while serving customers with disabilities. We want to ensure that our communications are guided by the principles of dignity, independence and equality. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Brooklin Concrete provides goods and services to people with disabilities can be made by **email**, verbally, suggestion box, feedback form, etc. All feedback will be directed to the Sales Manager through Human Resources. Customers can expect to hear back in seventy-two (72) hours.

Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

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.

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

Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, Human Resources Department of Brooklin Concrete.

Responsibility

Human Resources is responsible for ensuring that the management team in Brooklin Concrete’s and all employees are fully knowledgeable of the company’s Accessible Customer Service Policy. Further, in the event of changes to the Accessibility for Ontarians with Disabilities Act (AODA), Human Resources will ensure that the company’s policy will be modified to reflect such changes and that such changes will be passed on to managers/supervisors.

Managers/supervisors are responsible for ensuring that their respective employees have signed off their partaking of the available training thus ensuring that they are fully compliant with this policy.



All questions and/or comments should be forwarded to their Human Resource Representative

Referenced Documents:

- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Blind Person’s Rights Act, 1990
- Dog Owners' Liability Act, Ontario
- Health Protection and Promotion Act, Ontario Regulation 562
- Ontario Human Rights Code, 1990

Revision History		
Date	Author	Reason
December 6, 2017	Yvette Sturge	Policy Creation
March 8, 2021	Yvette Sturge	Policy update & review
Sept. 14, 2023	Yvette Sturge	Policy update & review