

3. Health, Safety, and the Environment

3.11 Accessible Customer Service Policy

Policy Statement:

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

Policy / Procedures:

Assistive Devices

EnviroCentre will ensure that our **Employees** are trained and familiar with various assistive devices we have on site, or that we provide, that may be used by customers with disabilities while accessing our goods or services.

Communication

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

Service Animals

EnviroCentre will 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 EnviroCentre premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities EnviroCentre 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.

Training

EnviroCentre will provide training to **Employees**, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in all positions involved in customer service will be trained.

This training will be provided to new **Employees** as soon as practically possible and within 3 months of hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- EnviroCentre's Accessible Customer Service Policy.
- 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.
- How to use the assisted devices, or other means on-site, that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing EnviroCentre's goods and services.
- Use of the Ontario Government's on line "Accessibility Standard for Customer Service training tips for employees organizations with 20 or more employees".

Feedback Process

Customers who wish to provide feedback on the way EnviroCentre provides goods and services to people with disabilities can phone us at 613-656-0100 or 1-877-580-2582 or email the EnviroCentre at info@envirocentre.ca.

All feedback, including complaints, will be directed to the **Executive Assistant** and the **Executive Director** for resolution.

Our Policies

EnviroCentre policies will respect and promote the dignity and independence of people with disabilities.

Envirocentre will post this Accessible Customer Service Policy on our website