

## Plas-Tech Inc. Accessibility for Ontarians with Disabilities Policy

### **Accessible Customer Service Policy**

#### **Overview**

Customers with physical or mental disabilities deserve the same high level of service given to any other customer. At Plas-Tech we believe this is a common courtesy as well as good customer service.

All goods and services provided by Plas-Tech Inc. shall follow the principles of dignity, independence, integration and equal opportunity.

#### **Purpose**

This policy is intended to meet the requirements for Accessibility for Ontarians with Disabilities Division AODA Compliance and Enforcement Branch under the Ministry for Seniors and Accessibility.

#### **Our Mission**

Plas-Tech Inc. is a plastic fabrication company committed to excellence in serving all customers including people with disabilities.

#### **Assistive Devices**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. Although Plas-Tech Inc. does not provide assistive devices in our facilities, persons with disabilities may use their own assistive devices as needed when accessing goods or services provided by Plas-Tech Inc.

#### **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.

#### **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, permanent and temporary, are properly trained in how to interact with those 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 the 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**

In the event of a planned or unexpected disruption at our facility, customers with disabilities will be notified promptly and a designated staff member will be made available to assist them. In the event of a planned disruption a notice will be clearly posted including information about the reason for the disruption, its anticipated length of time, and alternative options available.

### **Training for staff**

Plas-Tech Inc. will provide training to their employees who deal with the public; for example all salespersons, shipping & receiving personnel, receptionist, and all management staff and any other employees that may be deemed to encounter public dealings.

Training will be provided as soon as practicable and will be included in new hire orientation. Revised training will be provided in the event of changes to legislation, or change to Plas-Tech Inc. procedures and/or practices related to customers with disabilities.

Training will include:

- An overview of the AODA Act 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 support person
- Yearly testing for AODA for understanding purposes.

### **Feedback Process**

Plas-Tech's goal is to meet and surpass customer expectations while serving all customers including those with disabilities. We welcome comments on how well expectations are being met. If Plas-Tech can provide better goods or services to people with disabilities, a submission can be made by letter, email or verbal contact. All feedback will be directed to our General Manger and one can expect a response within five business days.

### **Modifications to this Policy**

Plas-Tech Inc. is 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 Plas-Tech that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

### **Questions about this policy**

The purpose of this policy is to provide a framework through which Plas-Tech can achieve service excellence for people with disabilities. If anyone has questions about this policy, please contact Jayne Van Gerven

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