

# Accessible Customer Service Plan

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## Providing Goods and Services to People with Disabilities

Dunrite Rubber and Plastic 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 we have on site or that we provide 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.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities at our Sudbury, Hamilton or Timmins branch, Dunrite Rubber and Plastic 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 in a prominent spot in front of the applicable branch.

### **Training**

Dunrite Rubber and Plastic 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 the following positions will be trained: General Manager, Branch Managers, Inside and Outside sales staff and office administration staff in Sudbury and Hamilton.

This training will be provided to staff within 2 weeks of being hired as part of their orientation.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Dunrite Rubber and Plastic's plan related to 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
- How to use accessibility devices such as chair lifts 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 Dunrite Rubber and Plastic's goods and services.

Staff will also be trained when changes are made to your plan.

### **Feedback process**

Customers who wish to provide feedback on the way Dunrite Rubber and Plastic provides goods and services to people with disabilities can email us at [administration@dunriterubber.com](mailto:administration@dunriterubber.com).

All feedback, including complaints, will be read by Dunrite Rubber administration staff and will be addressed by the General Manager and forwarded to the applicable branch manager for action.

Customers can expect to hear back in 14 days.

### **Notice of Availability**

Dunrite Rubber and Plastic will notify the public that our policies are available upon request by posting our policies to our website.

### **Modifications to this or other policies**

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