

Title: Accessibility Customer Service Policy	Date Issued: January 1 st , 2012
Approved By: Brian Coad	Review/Revise Date: January 1 st , 2015
Location: VERHAEGEN STUBBERFIELD HARTLEY BREWER BEZAIRE INC.	

POLICY

- 1.01 **V.S.H.B.B Inc.** strives at all times to provide services in a way that respects the dignity and independence of persons with disabilities. **V.S.H.B.B Inc.** is also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same goods and services, in the same place and in a similar way as other customers.
- 1.02 **V.S.H.B.B Inc.** has developed and put in place a plan which outlines how **V.S.H.B.B Inc.** will provide services to people with disabilities.

PURPOSE

- 2.01 This policy has been designed to ensure that **V.S.H.B.B Inc.** provides goods and services to our customers in a way which is in compliance with the **Accessible Customer Service Standard.**

SCOPE

- 3.01 This Statement of Policy and Procedure applies to all employees.

RESPONSIBILITY AND POLICY GUIDELINES

- 4.01 **V.S.H.B.B Inc.** will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.
- 4.02 **V.S.H.B.B Inc.** will communicate with people with disabilities in ways that take into account their disability.
- 4.03 **V.S.H.B.B Inc.** welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.
- 4.04 A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

- 4.05 **V.S.H.B.B Inc.** will provide training on the following areas to all employees:
- An overview of the Accessibility for Ontarians with Disabilities 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 a support person.
 - What to do if a person with a disability is having difficulty in accessing **V.S.H.B.B Inc.’s** goods and services.
 - Employees will be trained when changes are made to **V.S.H.B.B Inc.’s** plan.
- 4.06 **V.S.H.B.B Inc** welcomes feedback and will let customers know what methods are available for giving feedback. If a method is not suitable, customers may request another method. Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve **V.S.H.B.B Inc’s** services.
- 4.07 Any policy of **V.S.H.B.B Inc** that does not promote the dignity and independence of people with disabilities will be modified or removed.

DEFINITIONS

- 5.01 **The Accessibility for Ontarians with Disabilities Act, 2005 (AODA)** – is a law in Ontario that allows the government to develop specific standards of accessibility and to enforce them.
- 5.02 **In this Act, “disability” means,**
- a) any degree of physical disability, infirmity, malformation or disfiguration that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
 - b) a condition of mental impairment or developmental disability,
 - c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken languages
 - d) a mental disorder, or
 - e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

REFERENCE MATERIALS

Accessibility Standards for Customer Service, Ontario Regulation 429/07, or the “customer service standard”

ATTACHMENTS

APPENDIX A: Sample Notice on the Feedback Process

APPENDIX B: Sample Document for Obtaining Feedback

APPENDIX C: Sample Record of Feedback Documents

APPENDIX A
Sample Notice on the Feedback Process

Dear Valued Customers,

We strive to improve accessibility for our customers with disabilities. We welcome your feedback. Please contact our Windsor office at 519-258-1772, our Leamington office at 519-322-2375, or email us at bcoad@vshbbsurveys.com to share your comments, or request a copy of our accessibility policy

Thank you.

Management

APPENDIX B
Sample Document for Obtaining Feedback

Customer Feedback Form

Thank you for visiting **V.S.H.B.B. INC.** We value our customers' feedback and strive to meet everyone's needs.

Please tell us the date of your visit: _____

Did we respond to your customer service needs today? Yes or No

Was our customer service provided to you in an accessible manner?

Yes Some What No

Please Explain:

Please add any other comments you may have:

Contact information (optional):

Thank you.

Management

APPENDIX C
Sample Record of Feedback Documents

Record of Customer Feedback

Date feedback received:

Name of customer (optional):

Contact information (if provided):

Details:

Follow-up:

Action to be taken:

Staff Member:

Date:

Signature: _____