



## **Accessible Customer Service Policy**

Birnie Plumbing & Drains

### **PURPOSE**

Birnie Plumbing & Drains is committed to excellence in serving all customers including people with disabilities. The purpose of this policy is to establish procedures for providing goods and services to people with disabilities. Our accessible customer service policy is guided by the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

### **POLICY & PROCEDURES**

#### **1. Communication**

We will communicate with people with disabilities in ways that take into account their disability. We will work with the person with disabilities to determine what method of communication works for them.

#### **2. Assistive Devices**

People with disabilities may use their own personal assistive devices when accessing our goods or services. In cases where the assistive device presents a safety concern or may not be permitted for other reasons, other measures will be used to ensure access to our goods and services.

We will ensure that our staff are trained and familiar with the equipment or devices we have on site or that we provide that may help in providing goods or services to people with disabilities.

#### **3. Service Animals**

We welcome people with disabilities who are accompanied by a service animal. Service animals are allowed on our premises unless excluded by law. If excluded by law, we will do the following to ensure people with disabilities can obtain, use and benefit from our goods and services:

- explain why the animal is excluded
- discuss with the customer another way of providing goods or services

#### **4. 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.



Choose one:

Fees will not be charged for support persons

Or

\$ 0.00 will be charged to the support person for admission to Birnie Plumbing & Drains' premises.

We will notify customers of this by posting a notice in the following location(s):

- Website
- Main Office

## 5. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities usually used by customers with disabilities Birnie Plumbing & Drains 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.

Services/Facilities usually used by people with disabilities include:

- Main Office

The notice will be made publicly available at the following locations:

- Website
- Front door of main office building

## 6. Training

Birnie Plumbing & Drains will provide accessible customer service 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 and approval of our customer service policies.

Individuals in the following positions will be trained:

- Ownership
- Management
- Administrators
- Customer Service Representatives / Dispatch Service Representatives
- Sales Staff
- Field Workers

Staff will be trained on accessible customer service within 30 days after being hired.

Training will include:



- 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.
- Birnie Plumbing & Drains' policies related to the customer service standard.
- How to use the equipment or devices available on-site or otherwise available that may help in providing goods or services to people with disabilities. These include: computers and phones.
- What to do if a person with a disability is having difficulty accessing our goods or services.
- Staff will also be trained when changes are made to our accessible customer service policy.

## 7. Feedback Process

Birnie Plumbing & Drains welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Customers who wish to provide feedback on the way Birnie Plumbing & Drains provides goods or services to people with disabilities can provide feedback in the following ways:

- In person (verbally)
- By telephone (905-578-4659)
- In writing
- Electronic text (by email or electronic file) - **service@birnie.pro**
- Other \_\_\_\_\_

All feedback, including complaints, will be directed to: Operations Manager. Customers can expect a response within 5 business days.

## 8. Notice of Availability

Birnie Plumbing & Drains will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following location(s):

- Website
- Main office

## 9. Modifications to This or Other Policies

Any policy of Birnie Plumbing & Drains that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.