

ACCESSIBLE CUSTOMER SERVICE PLAN FOR PEOPLE WITH DISABILITIES

V-01-14

PROVIDING SERVICES TO PEOPLE WITH DISABILITIES

Elite Environmental Group is committed to excellence in serving all customers including people with disabilities. We will strive to provide our services in a way that respects the dignity and independence of people with disabilities, as well as giving them the same opportunity to access our services in the same place and similar way as other customers.

ASSISTIVE DEVICES

We are committed to serving people with disabilities who use assistive devices. We will ensure that our staff are trained and familiar with assistive devices that may be used by customers with disabilities while accessing our services.

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 in such a manner that they are treated with dignity, respect and equal opportunity.

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 and other third parties. We will also ensure that all staff dealing with the public are trained how to interact with people who are accompanied by a service animal.

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. 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.

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, Elite Environmental Group 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. (Appendix A)

The notice will be placed at all public entrances.

TRAINING

Elite Environmental Group will provide training to employees 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 services.

This training will be provided to staff upon hiring as well as when policies and requirements change.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Elite Environmental Group'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
- What to do if a person with a disability is having difficulty in accessing Elite Environmental Group's services

Staff will also be trained on an ongoing basis when changes are made to these policies, practices, and procedures.

FEEDBACK PROCESS

The ultimate goal of Elite Environmental Group is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met as well as any questions or suggestions are welcome and appreciated. Customers who wish to provide feedback on the way Elite Environmental Group provides services to people with disabilities can email, call, or speak to staff in person.

NOTICE OF AVAILABILITY

Elite Environmental Group will notify the public that our policies are available upon request by posting them to our website.

MODIFICATIONS TO THIS OR OTHER POLICIES

Any policy of Elite Environmental Group that does not respect and promote the dignity and independence of people with disabilities will be modified or removed. No changes will be made to this policy before considering the impact on people with disabilities.

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