

**Providing Goods and Services to People with  
Disabilities**

**Customer Service Standard Policy Statement**



ALPA OUTDOOR PRODUCTS INC

## **POLICY STATEMENT**

Alpa Outdoor Products Inc. is committed to excellence in serving all customers and employees including people with disabilities as set out in Canadian Charter of Rights and Freedoms, Ontario Human Rights Code, the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005.

As per the Accessibility Standards for Customer Service, Ontario Regulation 429/07, all goods and services provided will follow the principle of dignity, independence, and integration. All persons with disabilities will be given an equal opportunity as others to obtain, use or benefit from our services in every division.

Customer Service Standard policy will be reviewed and updated to ensure consistence every five (5) years or as new or revised standards are developed under the AODA.

This policy is available upon request and will be communicated in a format that takes a person's disability into account.

# **POLICY GUIDELINES**

## **Commitment**

Alpa Outdoor at all times to provide goods and services in a way that respects the principle of dignity, independence, and integration of person with disabilities.

All persons with disabilities will be given an equal opportunity to obtain, use or benefit from our services in the same place and in a similar way as other customers

## **Training for Staff**

Alpa Outdoor 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 persons who participate in developing these policies, procedures and practices.

The training will be provided to each person as soon as practicable after being assigned the duties. Training will also be provided on an on-going basis when changes are made to these policies, practices and procedures.

Training will include:

- An overview 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
- How to use the equipment or devices , e.g. TTY, wheelchair lifts, etc., available on-site or otherwise 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 goods and services
- Alpa Outdoor' policies practices and procedures relating to the provision of goods or services to persons with disabilities

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

## **Assistive Devices**

Alpa Outdoor is committed to serving customers with disabilities who use assistive devices to obtain, use or benefit from our goods and services.

We will ensure that our staffs are trained and familiar with various assistive devices that may be available within the organization to our customers with disabilities as well as how to use those available assistive devices.

## **Use of Service Animals and Support Persons**

Persons with disabilities are welcome who are accompanied by a support person or bring their service animal on the parts of our premises that are accessible to the public or other third parties.

Alpa Outdoor will ensure that all staff volunteers and other third parties dealing with the public are trained in how to interact with persons with disabilities who are accompanied by a service animal.

Under rare circumstance, a manager may determine that a service animal is not permitted on an area of the premises consistent with other laws.

In these circumstances, supervisor will suggest appropriate alternatives and provide assistance.

## **Communication**

Staff members, volunteers and other third party will communicate with persons with disabilities in ways that will take into account their disability; to communicate effectively for purposes of using receiving and requesting Alpa Outdoor' goods, services and divisions.

## **Feedback Process**

Alpa Outdoor encourages our customers with disabilities to provide feedback on our services regarding how well those expectations are being met to improve our service delivery expectations.

Customers who wish to provide feedback regarding how our company provides goods and services to persons with disabilities can **call** or **fax** Health and Safety Department at our Head Office 905-612-1222 Fax: 905-612-1232 **or** provide feedback verbally when in our show rooms. Customers can expect to hear back in **3-5 business days when contact information is left**. Complaints and feedback will be addressed according to our internal complaint management process.

Information about the feedback process will be readily available to the public and notice of the process will be made available at location reception.

Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written or email) will be available upon request.

## **Notice of Service Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities;

A 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

The notice of service disruption will be placed at entrances and service counters.

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

Any policy practice or procedure within our company that does not respect or promote the dignity, independence, integration and equal opportunities of persons with disabilities will be modified or removed.

## **Employment**

Our policies and practices are intended to build an inclusive and accessible work environment free from discrimination and harassment.

## **Resources**

For more information, please visit

<http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/customerservice/>

[http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/understanding\\_accessibility/aoda.aspx](http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/understanding_accessibility/aoda.aspx)