

	
Title: <b>Customer Service Policy</b>	
Issue Date: January 1, 2019	Previous Issue Date: January 1, 2012
Originator: Human Resources	Approved: President and Vice President

## **Customer Service Policy Statement**

Shipway Stairs Ltd. strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

### **Procedure:**

#### **PROVIDING GOODS AND SERVICE TO PEOPLE WITH DISABILITIES**

Shipway Stairs Ltd. is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

##### **Shipway Stairs Ltd.'s Mission**

Shipway Stair Ltd. 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.

##### **Telephone Services**

Shipway Stairs Ltd. is committed to providing fully accessible telephone service to our customers. We will train our customer service staff on how to communicate with customers over the telephone in clear and plain language and to speak clearly.

## Assistive Devices

Shipway Stairs Ltd. is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

## Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the formats upon request: For example, hard copy, large print, e-mail, etc.

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

## Use of Service Animals and Support Persons

Shipway Stairs Ltd. is committed to welcoming people with disabilities who are accompanied by a service animal in the areas of our premises that are open to the public and other third parties unless otherwise prohibited by law. Shipway Stairs Ltd. will also ensure that all staff dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

## Notice of Temporary Disruption

Shipway Stairs Ltd. will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises.

## Training for Staff

Shipway Stairs Ltd. will ensure training to all employees who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Shipway Stairs Ltd. will ensure training for all employees and that training has been provided to all others providing service to our customers.

Training will include the following:

- The 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.
- Familiarize employees with personal assistive devices and train employees on how to use devices on premise, such as automatic doors, TTY, etc., that may help with the provision of goods or services to people with disabilities.
- Shipway Stairs Ltd.'s policies, practices and procedures relating to the customer service standard.

Applicable Shipway Stairs Ltd. staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Shipway Stairs Ltd. staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

### Modifications to This or Other Policies

Shipway Stairs Ltd. is committed to developing and updating customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.