

Roto-Mill Inc.

Accessible Customer Service Plan Policy

POLICY GOAL

- To ensure Roto-Mill Inc. uses reasonable efforts to provide goods and services in a manner that respects the dignity and independence of persons with disabilities.

DEFINITIONS

- **Disability:** any degree of physical disability, infirmity, malformation or disfigurement caused by bodily injury, birth defect or illness. A condition of mental impairment, mental disorder, developmental disability, learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- **Service Animal:** an animal used by a person with a disability for reasons relating to his or her disability. The person may provide a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability or it may be readily apparent.
- **Support Person:** a person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services.
- **Assistive Device:** a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating and lifting.

APPLICABLE FORMS

- Customer feedback form
- Record of customer feedback form

SCOPE

- Applies to all employees of Roto-Mill Inc.

TRAINING

- All Roto-Mill Inc. employees who deal with the public or other third parties on their behalf; includes individuals in the following positions will be trained:
 - Reception, Accounts Receivable, Accounts Payable personnel
 - Managers and assistants

This training will be provided to staff at the time of orientation and when changes are made to our accessible customer service plan.

- Training will include the following:
 - An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
 - Roto-Mill's accessible customer service plan
 - 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 video conference media and any other assistive devices provided by Roto-Mill Inc.
 - What to do if a person with a disability is having difficulty in accessing Roto-Mill's goods and services

POLICY

Roto-Mill Inc. is committed to excellence in serving all customers including people with disabilities and to ensure persons with disabilities are given an opportunity equal to that given to others.

Assistive devices

Roto-Mill Inc. will ensure affected staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability. When employees are unsure about the best approach they are encouraged to ask the person politely and not assume how they can best communicate with them.

Service Animals

Roto-Mill 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.

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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Roto-Mill Inc. will notify customers promptly and directly through the Executive Assistants. Alternative services and assistance, if available will be provided through the building security and will be arranged by the Executive Assistants.

Feedback process

Customers who wish to provide feedback on the way Roto-Mill Inc. provides goods and services to people with disabilities can verbally discuss their concerns or send an email directly to any Roto-Mill employee. All feedback will be directed to the [Manager, Human Resources, or other person responsible for addressing feedback]. Customers can expect to hear back within [48hours]. Complaints will be addressed [according to our organization's regular complaint management procedures].

Modifications to this or other policies

Any policy of Roto-Mill Inc. that does not respect and promote the dignity, independence, integration and equal opportunity of people with disabilities will be modified or removed.

Notice of availability of documents

A copy of Roto-Mill's Accessible Customer Service Plan shall be made available to persons with a disability upon request.

Format of documents

Copies of documents or the information contained within a document provided to a person with a disability shall be provided in a format that takes into account the person's disability.