

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Roes Stair Company Inc is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide 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.

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.

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 the front door access, Roes Stairs Company Inc 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.

This notice will be placed on the web site and front door.

Training

Roes Stair Company Inc will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained:

Sales representatives, and office staff.

This training will be provided to staff on the first day of hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Roes Stairs Company'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

- How to use the front door ramp.
- What to do if a person with a disability is having difficulty in accessing Roes Stair Company's goods and services.

Staff will also be trained when changes are made to the plan.

Feedback process

Customers who wish to provide feedback on the way Roes Stair Company provides goods and services to people with disabilities can email, telephone or write a letter.

All feedback, including complaints, will be answered by the Office Manager. Customers can expect to hear back in 14 days.

Modifications to this or other policies

Any policy of Roes Stair Company Inc that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.