



## Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Olon Industries is committed to excellence in serving all customers including people with disabilities.

### **Assistive devices**

We will ensure that our 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.

### **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 such as washroom facilities and/or access ramps, Olon Industries 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.

### **Training for staff**

Olon Industries will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. All employees with direct access to customers and/or the general public will be trained no later than one (1) month after their date of hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard's 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,
- What to do if a person with a disability is having difficulty in accessing our facility, and
- Staff will also be trained when changes are made to your plan.

### **Feedback process**

Customers who wish to provide feedback on the way Olon Industries provides goods and services to people with disabilities can verbal feedback to the human resources department or send an e-mail to [info@olon.com](mailto:info@olon.com). All feedback will be directed to the human resources department, and customers can expect to hear back within two (2) business days.

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

Any policy of Olon Industries that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

