

## Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities.

### **Statement of Commitment**

Lar-Mex Inc. is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

Our organization is committed to providing a barrier-free environment for our clients/customers, employees, job applicants, suppliers, visitors, and any other stakeholder who access our information or use our services. As an organization we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standard and the Integrated Accessibility Standards Regulations (Information and Communications, Employment, Transportation and for the Built Environment).

Approximately 1.8 million Ontarians live with a disability and as the population grows older this number will increase. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws. Our organization has a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance with accessibility legislation by incorporating policies, procedures, programs and training into our daily activities.

This will include (but is not limited to):

- Upholding all legislation regarding the Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005 and reviewing all policies and practices on a regular basis.
- Providing appropriate training to employees related to the Customer Service and Integrated Accessibility Standards (Information and Communications, Employment, Transportation and the Built Environment).
- Notifying employees, potential hires and the public that accommodations can be made during recruitment and hiring.
- Notifying staff that supports are available for those with disabilities. Put in place a process to develop individual accommodation plans for employees.
- Developing emergency response plans and individual workplace accommodation plans for employees with disabilities.
- Providing accessible communication supports and information formats (both digital and nondigital) upon request.
- Using appropriate communication methods with people with various forms of disabilities.
- Allowing assistive devices, mobility aids, service animals and support persons.

## **Assistive devices**

Customers may use their personal assistive devices at all times while on our premises. We will ensure that our staff is trained on and familiar with company-owned assistive devices that may be used by customers with disabilities while accessing our goods or services.

## **Information and Communication**

We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) in accordance with Ontario's accessibility laws.

## **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 we will notify customers promptly. The notice will be placed on our website and on the doors of our facility and 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**

We will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf. This training will be provided to staff within the first week of hire and will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Our 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
- What to do if a person with a disability is having difficulty in accessing our goods and services staff will receive supplementary training as changes are made to the accessible customer service plan.



Date Revised: January 2020

### **Changes to existing policies**

We will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

### **Feedback process**

Customers who wish to provide feedback on the way we provide goods and services to people with disabilities can email or call their Sales Representative. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

All feedback will be directed to Maxine Parent, Manager of Human Resources. Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Standard and accessible formats of this document are free on request. For more information on this Customer Service Policy please contact:

Maxine Parent, Manager of Human Resources  
Phone: 613-747-1563 ext.227  
Email: mparent@lar-mex.com

A handwritten signature in blue ink that reads "Maxine Parent". The signature is fluid and cursive, with a large initial "M" and "P".

Manager of Human Resources  
Lar-Mex Inc.  
January 01, 2020