

## **NOW Communications Inc. - Accessible Customer Service Plan – Policy**

### **Purpose:**

*This policy is intended to meet the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005, and applies to the provision of goods and services*

### **POLICY STATEMENT**

*Providing Goods and Services to People with Disabilities: NOW Communications Inc. 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 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 NOW Communications 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.

#### **Training will include:**

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard. NOW Communications Inc'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 wheelchair lifts, etc., available on-site or otherwise that may help with providing goods or services to people with disabilities

Staff will also be trained when changes are made to our accessible customer service plan.

#### Feedback process

Customers who wish to provide feedback on the way NOW Communications Inc provides goods and services to people with disabilities can e-mail, [hr@nowtoronto.com](mailto:hr@nowtoronto.com). All feedback, including complaints, will be handled by the Human Resources Manager.

#### Modifications to this or other policies

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