

Policy Title: Accessible Customer Service

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PURPOSE

For the purpose of this document, the term “customer” may include clients, other businesses, organizations as well as government agencies.

MW Canada is a material manufacturer. Although we do not provide product to our customers at our facility and our products are not for sale to the public, we do often have customers and other visitors on site for both meetings and tours. In addition, MW Canada personnel communicate regularly with customers through telephone communication, email and fax. When communicating with people both on-site and off-site, MW Canada strives at all times to do so in a way that respects the dignity and independence of people with disabilities.

PROCEDURES, POLICIES AND PRACTICES

COMMUNICATION

We will communicate with people with disabilities in ways that take into account their disability. The customer will be consulted when alternative forms of communication are requested. This includes requests for documents to be made available in alternate formats (i.e. invoices). We will ensure required staff members are trained and familiar with various communication techniques.

ASSISTIVE DEVICES

Customers are not restricted from using their assistive devices at MW Canada. If a situation arises in which a customer’s or an MW Canada’s employee’s health and safety is at risk due to an assistive device, an alternative, agreed upon remedy, will be sought to ensure no disruption in service. We will ensure required staff members are trained and familiar with various assistive devices that may be used by customers with disabilities.

SERVICE ANIMALS

We welcome people with disabilities and their service animals. There are no restrictions beyond any possible restrictions placed on customers and/or visitors without service animals. If a situation arises in which a customer’s or an MW Canada employee’s health and safety is at risk due to a service animal (i.e. allergies), an alternative, agreed upon remedy, will be sought to ensure no disruption in service. We will ensure required staff members are trained and familiar with proper protocol regarding service animals.

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. We will ensure required staff members are trained and familiar with proper protocol regarding support persons.

FURTHER ACCOMMODATION

If an MW Canada employee is organizing a site visit with a customer who has identified themselves as having a disability, the MW employee will request notice of any required accommodation in advance so that appropriate preparations can be made.

NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to facilities for customers with disabilities (i.e. wheelchair accessible washrooms), MW Canada will notify the scheduled visitor via email or telephone. When scheduling a visit or tour, any restrictions will be discussed at that time and an alternate date/time will be scheduled if required and/or requested.

FEEDBACK PROCESS

Anyone who wishes to provide feedback on the way MW Canada provides goods and services to people with disabilities can do so in person, by calling or emailing their MW contact person, or they can visit our website (www.mwcanada.com), and send an email through the site. Emails providing feedback sent through the website will be redirected to the Human Resources Manager. This is not meant to be an exhaustive list of methods; we encourage people to inform us if there are other ways in which they prefer to provide feedback. We are open to ways in which we can improve upon communication. People can expect to hear back from their MW contact or the Human Resources Manager within ten business days.

MODIFICATIONS

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

ACCESS TO DOCUMENTS BY THE PUBLIC

This document will be made available on our website and in our main office reception area. Additional copies and alternate formats will be made available on request.

TRAINING

MW Canada will provide training to all employees who deal with people outside of the organization. This will include the management team and office support staff. Training will include:

- An overview of the accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 support person, and
- What to do if a person with a disability is having difficulty accessing MW Canada's goods and services
 - i.e. email font in an email is too small

This training will be provided in the form of a handbook. The management team and office support staff will be required to:

- Review the MW Canada Accessible Customer Service Policy (this document),
- Complete an Awareness Quiz (and self-assess),
- Review the Access ON Accessibility Standard for Customer Service – Training Tips for Employees,
- Review the Access ON Accessibility Standard for Customer Service – Training Resource,
- Request clarification on any item as required, and
- Complete an Acknowledgement of Training Form

These trained staff members will be informed of any updates or changes to this standard. New hires that require this training will receive their handbook during orientation and will be required to complete it within one week of hire. The Acknowledgement of Training Forms will be kept on file by the Human Resources Manager.