

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

(enter your organization) ACURA WEST

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 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.

- Fees will not be charged for support persons
- or
- (enter the amount) _____ will be charged to the support person for admission to (enter your organization) _____ 's premises.

We will notify customers of this through a notice posted on our premises and (enter any other means by which provider will notify customer of fee) ON OUR WEBSITE AT

WWW.ACURAWEST.CA

Accessible Customer Service Plan continued

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities (enter list of services/facilities) ACURA WEST SHUTTLE VAN, RENOVATIONS

TO THE FACILITY AND CHANGE IN HOURS OF OPERATIONS

(enter your organization) ACURA WEST 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.

The notice will be placed at (list all locations where this notice will be made available)

ACURA WEST WEBSITE (WWW.ACURAWEST.CA)

BOTH ENTRANCES TO THE SHOWROOM

Training for staff

(enter your organization) ACURA WEST will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained:

(enter list of positions that require training, for example, customer service representatives, sales associates, managers etc.) ALL DEPARTMENT MANAGERS, HEALTH &

SAFETY REPRESENTATIVES, SALES PERSONNEL, SHUTTLE DRIVERS,

RECEPTION, PARTS AND SERVICE ADVISORS

This training will be provided to staff (enter how long after hiring, training will be provided to staff) WITHIN ONE WEEK OF HIRING

Accessible Customer Service Plan continued

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- (enter your organization) ACURA WEST _____'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 (enter name of equipment or devices , e.g. TTY, wheelchair lifts, etc., available on-site or otherwise that may help with providing goods or services to people with disabilities) WHILE NO SPECIALITY EQUIPMENT IS ON SITE, ACURA WEST WILL EDUCATE OURSELVES IN ANY SPECIAL NEEDS THAT CAN BE OF ASSISTANCE TO ANYONE WITH A DISABILITY _____
- What to do if a person with a disability is having difficulty in accessing (enter your organization) ACURA WEST _____'s goods and services

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

Feedback process

Customers who wish to provide feedback on the way (enter your organization) _____

ACURA WEST _____ provides goods and services to people with

disabilities can (enter ways feedback can be provided, for example, e-mail, verbally, suggestion

box, feedback card, etc.) EMAIL/PHONE/WRITE TO THE GENERAL MANAGER, PAUL JENNERY, WHO WILL TAKE THE NECESSARY STEPS TO IMPROVE THE _____

FACILITY/PROCESS TO BETTER ACCOMODATE THOSE WITH DISABILITIES _____.

Accessible Customer Service Plan continued

All feedback will be directed to (enter title of person responsible for receiving feedback)

GENERAL MANAGER, PAUL JENNERY

Customers can expect to hear back in (enter number of days) **2**

Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of (enter your organization) **ACURA WEST**

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

Reset