



## **ACCESSIBLE CUSTOMER SERVICE PLAN**

Providing Goods and Services to People with Disabilities

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### **Statement of Commitment**

Advanced Business Interiors (ABI) 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. 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)
- Providing accessible recruitment and selection practices
- 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.

## **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 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.

## **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. All feedback will be directed to Joel DiBartolo, Vice President/General Manager. Customers can expect to hear back in 14 days. Complaints will be addressed according to our organization's regular complaint management procedures.

For more information on this Customer Service Plan please contact:

Joel DiBartolo | Vice President/ General Manager

Phone: (613) 738-1003 ext. 235

Email: [jdibartolo@makespacework.com](mailto:jdibartolo@makespacework.com)



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**Bill Toutant, President**

January 1, 2015

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**Date**