

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

ERS International 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 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. Fees will not be charged for support persons

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, ERS International 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 made publicly available at the following locations: 2450 Lawrence Ave, Toronto, ON, M1P 2R7

Training

ERS International will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services. All employees at ERS International will be trained.

Staff will be trained on Accessible Customer Service within one month of being hired.

Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard
- ERS International'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 equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing ERS International's goods and services

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 ERS International provides goods and services to people with disabilities can provide feedback in the following way(s):

- Phone: 416-285-0588
- Toll Free:
- Fax: 416-285-7881
- E-mail: info@ers-international.com
- By mail: HR, 2450 Lawrence Ave E, Toronto, ON, M1P 2R7

All feedback, including complaints, will be directed to the appropriate person. Complaints will be addressed according to our organization's regular CAR (Corrective Action Procedure). Customers can expect to hear back in 5 days.

Notice of availability

ERS International will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following location(s): Online (company website) and at Reception

Modifications to this or other policies

Any policy, practice or procedure of ERS International that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.