



## **Accessible Customer Service Plan Policy**

### **Providing Goods and Services to People with Disabilities**

**Harding Mechanical Contractors Inc. and Harding The Fireplace** are 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 people.

We will notify customers of this through a notice posted on our premises.

#### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities **Elevator, Harding Mechanical Contractors Inc. and Harding The Fireplace** 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 **front entrance and at the elevator door(s)**.

### **Training**

**Harding Mechanical Contractors Inc. and Harding The Fireplace our organization** will provide 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.

Individuals in the following positions will be trained:

**Customer service representatives, sales associates & managers etc.**

This training will be provided to staff **within 3 months** of start date.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **Harding Mechanical Contractors Inc. and Harding The Fireplace'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 **Elevator**.
- What to do if a person with a disability is having difficulty in accessing **Harding Mechanical Contractors Inc. and Harding The Fireplace** goods and services

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

### **Feedback process**

Customers who wish to provide feedback on the way **Harding Mechanical Contractors Inc. and Harding The Fireplace** provides goods and services to people with disabilities can [[hmhr@teamhardingcomfort.com](mailto:hmhr@teamhardingcomfort.com)].

All feedback, including complaints, will be **reviewed by HR department**.

Customers can expect to hear back in **5 business days**.

### **Notice of availability**

**Harding Mechanical Contractors Inc. and Harding The Fireplace** will notify the public that our policies are available upon request by posting the policy on our Health and Safety Board.

### **Modifications to this or other policies**

Any policy of **Harding Mechanical Contractors Inc. and Harding The Fireplace** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

April 2023