
Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Syfilco Ltd. is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff is trained and familiar with any 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, we 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 the public entrance to our facility.

Training

Syfilco will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. This training will be provided to staff within 2 weeks of their hire date.

Individuals in the following positions will be trained:

- Human Resource
- Customer Service Representatives
- Sales Associates
- Department Managers
- Receptionists

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the customer service standard
- Syfilco'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 any assistive devices present at the facility
 - What to do if a person with a disability is having difficulty in accessing Syfilco's 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, regarding the way Syfilco provides goods and services to people with disabilities, can provide feedback on this form, e-mail syfilco@syfilco.on.ca, or they can call 519-235-1244 and ask to speak with a Customer Service Representative.

All feedback, including complaints, will be initially directed to the Customer Service Representative and from there will be addressed with all staff positions listed earlier in this policy.

Customers can expect to hear back in 2 weeks' time.

Date: _____

Name: _____

Phone/email: _____

Modifications to this or other policies: Any policy of Syfilco that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.