

**PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES**  
**SAMPLE POLICY**

**1. Our mission**

The mission of [insert name is business] is to [insert mission of business].

**2. Our commitment**

In fulfilling our mission, [insert name of business] strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

**3. Providing goods and service to people with disabilities**

[Insert name of business] is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

**3.1 Communication**

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

**3.2 Telephone services**

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by [insert other means of communication that apply, e.g. email, TTY, relay services] if telephone communication is not suitable to their communication needs or is not available.

**3.3 Assistive devices**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

We will also ensure that staff know how to use the following assistive devices available on our premises for customers: [insert list of assistive devices available on premises]

**3.4 Billing**

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: [insert formats, for example, hard copy, large print, e-mail, etc., in which business will provide invoices].

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

### **3.5 [Insert any other policies, practices or procedures the business will establish that are specific to the nature of the goods and services offered]**

#### **4. Use of service animals and support persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter [insert name of business]'s premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

[Fees will not be charged for support persons] or [insert amount] [will be charged to the support person] for admission to [insert name of business]'s premises. Customers will be informed of this by a notice that will be posted in [insert name of business]'s premises and [include any other means by which business will notify customers of fee].

#### **5. Notice of temporary disruption**

[Insert name of business] will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.

#### **6. Training for staff**

[Insert name of business] will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

[Insert list of positions that require training, for example, customer service representatives, sales associates, managers etc.]

This training will be provided [insert how long after hiring staff that training will be provided] after staff commence their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 [name equipment or devices , e.g. TTY, wheelchair lifts, etc., available on business's premises or otherwise that may help with the provision of goods or services to people with disabilities]
- What to do if a person with a disability is having difficulty in accessing [Insert name of business]'s goods and services
- [Insert name of business]'s policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

## **7. Feedback process**

The ultimate goal of [insert name of business] is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way [insert name of business] provides goods and services to people with disabilities can be made by [insert the ways feedback can be provided, for example, e-mail, verbally, suggestion box, feedback card, etc.]. All feedback will be directed to [insert title of person responsible for receiving feedback]. Customers can expect to hear back in [indicate number of days].

Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

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

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of [insert name of business] that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **9. Questions about this policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, [insert title of supervising staff] of [insert name of business].