June 2017 – Rev.4 RRF-ACS-001

READY RIVET & FASTENER LIMITED

ACCESSIBLE CUSTOMER SERVICE STANDARD

Providing Goods and Services to People with Disabilities

Ready Rivet & Fastener Limited is committed to excellence in serving all individuals, including people with disabilities, in a manner that respects *dignity, independence, integration, and equality of opportunity*.

Communication

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

Assistive Devices

The use of assistive devices by persons with disabilities will be recognized unless otherwise prohibited due to health & safety or privacy issues. We will ensure that staff is trained and familiar with various assistive devices that may be used by individuals with disabilities.

Service Animals

We welcome people with disabilities and their service animals. Service animals are welcome in the main office, however they are not permitted in the production or warehouse areas of our building for health & safety reasons. In areas where service animals are not permitted, Ready Rivet will offer to the person with a disability, alternative methods to access these areas. (for example, securing the animal in a safe location and offering the guidance of an employee)

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 persons with disabilities, Ready Rivet will provide notification 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.

Ready Rivet will provide notification by clearly posting a notice in an appropriate location on the front office door, on the website, by e-mail, or some other method, to ensure all individuals will be able to continue as planned.

Feedback Process

Ready Rivet welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Anyone wishing to provide feedback can speak with the Office Manager or Human Resources, in person, by telephone, in writing, or by e-mail to [rfastener@readyfastener.com](mailto:rfastener@readyfastener.com).

All feedback, including complaints, will be directed to the Office Manager, Human Resources, and the Company President.

Those with a complaint can expect to hear back within 10 business days.

Ready Rivet will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports upon request.

Notice of Availability of Documents

Ready Rivet will notify the public, via our website, that documents related to Accessible Customer Service, or Publicly Available Emergency Information, will be provided in an accessible format or with communication support, on request.

When visiting the Facility

When visiting Ready Rivet, anyone requiring accommodations can arrange this with their Ready Rivet contact or by calling ahead, or sending an e-mail to [rfastener@readyfastener.com](mailto:rfastener@readyfastener.com) , attention Office Manager and Human Resources.

Training for Staff

Ready Rivet will provide training to all employees, volunteers and others who deal with the public or other third parties on our behalf.

This training will be provided to new staff during orientation. Revised training will be provided in the event of changes to legislation, procedures and/or practices. .

Training will include:

* An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard.
* Ready Rivet’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 on-site assistive equipment or devices.
* What to do if a person with a disability is having difficulty in accessing Ready Rivet’s goods and services.

Modifications to This or Other Policies

All Ready Rivet policies will be developed to respect and promote the dignity and independence of people with disabilities and those policies already in existence prior to the original date of this policy will be reviewed and modified as required.

Questions about this Policy

This policy exists to achieve service excellence to all individuals with disabilities. If anyone has a question about the policy, or if the purpose of the policy is not understood, an explanation will be provided by the Human Resources department of Ready Rivet.

Policy Review

This policy and its related procedures will be reviewed as required in the event of legislative changes.