



Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Policy

Our Commitment

Haver & Boecker Niagara strives to provide our products and services in a manner that is accessible to all our customers and respects the dignity and independence of people with disabilities. We are committed to offering equal opportunity access to our products and services and to providing the benefit of the same services in a similar way to all customers.

Communication

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

Telephone Services

We will provide telephone service to all customers. We will offer to communicate with customers by email, if telephone communication is not suitable to their communication needs.

Assistive Devices

We will offer support and assist people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. Our premises are accessible and will allow the use of assistive devices such as walkers, white canes, magnifiers, recording machines, assistive listening devices, and personal oxygen tanks.

Use of Service Animals and Support Persons

We will welcome service animals and support persons who accompany people with disabilities to our premises.

Billing

We will provide accessible invoices to all our customers by hard copy, e-mail, fax and in certain circumstances, via courier services.

Notice of Temporary Disruption

Haver & Boecker Niagara will provide customers with notice in the event of a disruption in services usually used by people with disabilities, (*i.e. email or phone service*).

This notice will include information about the reason for the disruption, its anticipated duration, and alternative services, if available. The notice will be posted at our main reception entrance.



Training

Haver & Boecker Niagara will provide training to all staff focusing on communication and interaction with people with disabilities at policy implementation and when changes are made.

Feedback Process

AODA Customer Service policy and feedback forms are available on our website or a copy can be obtained by contacting the Human Resources Department, allowing customers the opportunity to provide feedback on the service provided.

Responsibilities

The Human Resources Department will review and amend this policy as legislation dictates although no changes will be made to this policy before considering the impact on people with disabilities.

All employees will participate in the training of the Customer Service Accessibility Policy and adhere to this policy at all times.

A copy of this policy and accompanying documentation can be obtained through the Shared Directory under the _HR/AODA or by contacting the Human Resources Department.