



Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Policy:

Currie Truck Centre is committed to providing exceptional and accessible service for its customers. Goods and services will be provided in a manner that is based upon the principles of **dignity, independence, integration** and **equal opportunity** to all of its customers.

General Principles:

Providing Goods and Services to People with Disabilities

Currie Truck Centre is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities to ensure that its policies, practices and procedures are consistent with the following principles:

- a) Currie Truck Centre goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- b) The provision of our goods and services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from our goods or services and,
- c) Persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain use or benefit from our goods and services.

Communication

- a) Currie Truck Centre will communicate with people with disabilities in a manner that will take into account their disability;
- b) Currie Truck Centre staff will be trained to on how to interact and communicate with customers with various types of disabilities;

Use of Service Animals, Support Persons and Assistive Devices

a) Service Animal

Currie Truck Centre is committed to welcoming people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Currie Truck Centre will also ensure that all staff and others dealing with the public on behalf of Currie Truck Centre are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

b) Support Person

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 Currie Truck Centre'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 Currie Truck Centre premises.



Currie Truck Centre may require a person with a disability to be accompanied by a support person when receiving goods or service or in situations where it is necessary to protect the health or safety of the person with a disability or the health and safety of others on the premises (please see Service Animals, Support Persons and Assistive devices procedure).

c) Assistive Devices

A person with a disability may provide their own assistive device to access our goods and services. Exceptions may occur in situations where Currie Truck Centre has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises. In these situations, Currie Truck Centre may offer a person with a disability other reasonable measures to assist him or her in obtaining, using and benefiting from Currie Truck Centre's goods and services, where Currie Truck Centre has such other measures available.

It should be noted that it is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

Currie Truck Centre will also ensure that all staff and others dealing with the public on behalf of the Currie Truck Centre are properly trained in how to interact with people with disabilities who are use assistive devices.

Notice of Temporary Disruptions

Currie Truck Centre will provide customers with notice in the event of a planned or unexpected disruption to services or facilities for customers with disabilities, for example the accessible washroom, Currie Truck Centre will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities (accessible washroom).

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

Staff Training on Customer Service

Currie Truck Centre will provide training in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, which includes all employees and others who deal with the public or other third parties on their behalf.

Training will be provided within 90 days of a new employee commencing employment with Currie Truck Centre.

Training will include the following:

- i) Understanding the *Accessibility for Ontarians with Disabilities Act, 2005*, and the requirements of the customer service standards.
- ii) How to interact and communicate with people with various types of disabilities.
- iii) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- iv) What to do if a person with a disability is having difficulty in accessing Currie Truck Centre's goods and services.



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.

Records of training will be maintained containing name of staff person trained and date of training.

Feedback Process

In accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, Currie Truck Centre is committed to providing its customers and their expectations with a feedback process to generate customer suggestions and resolve complaints. This policy is a mechanism for customers to provide their suggestions, comments and complaints.

Feedback regarding the way Currie Truck Centre provides goods and services to its customers and to people with disabilities can be made via:

- i) Online feedback: http://currietruckcentre.com/accessibility_feedback.php
- ii) Telephone: 705-734-1953
- iii) email: hsadmin@currietruckcentre.com
- iv) completion of feedback forms submitted to the attention of the Controller.
- v) in person or in writing:
 - Currie Truck Centre
 - 2 Currie Drive, PO Box 20150
 - Barrie, ON
 - L4M 6E9

Format of Currie Truck Centre Documents

Currie Truck Centre is committed to developing customer service policies that respect and promote the dignity and independence of its customers. We will provide any document produced by Currie Truck Centre in an alternative format upon request. Requests for information in an alternative format are to be provided to the customer in a reasonable amount of time.

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.

If you have questions regarding this policy or if the purpose of this policy is not understood, please contact Heidi McElwain, Controller at 705-734-1953, ext 102 or heidim@currietruckcentre.com