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## Policies and Procedures

### Accessibility for Ontarians with Disability Act (AODA)

#### Customer Service Standard Policy

##### Purpose:

The purpose of this policy is to state our commitment to providing the framework to achieve service excellence for people with disabilities, Precise Castings Inc. is committed to providing a respectful, welcoming and inclusive environments to all individuals who seek access to our goods and services.

##### Scope:

Precise Castings Inc. will strive to provide its goods and services in a way that respects the dignity and independence of people with disabilities. This policy applies to all PCI employees and any third party providing goods and services on behalf of PCI and who may interact with our customers, the public or third parties. When requested communication shall be provided in a manner that respects the dignity and independence of persons with disabilities.

##### Responsibilities

###### Senior Management

- Ensure Policies/programs are developed to identify and manage our commitment to the AODA.
- Provide continuous staff training to ensure full awareness of AODA policies/procedures.
- Ensure full compliance and enforcement of prescribed policies/procedures.

###### AODA Compliance Officer:

- Ensure the policy, customer feedback form is available upon request and is posted in the front lobby and on our web site. ([www.precisecastings.ca](http://www.precisecastings.ca))
- Monitor/process all feedback received from our website.
- Keep all information received in confidence and ensure a response

###### Supervisors:

- Support Senior Management and the AODA Compliance Officer with their efforts to improve customer service.

### **Employees:**

- Employees will cooperate with Supervisors, Managers in matters relating to AODA issues and participate in related training activities.

## **Providing Goods and Services to People with Disabilities**

### **Communication:**

When communicating with persons with a disability, PCI will take into account the particular individual's needs and circumstances. PCI employees, agents and third parties who communicate with customers will be trained on how to interact and communicate with people with various types of disabilities in order to ensure that PCI provides responsive and effective communication.

### **Telephone Services:**

We are committed to providing fully accessible telephone service to our customers. Our employees will be trained to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will make available communication that is suitable to the needs of the individual if telephone communication is not suitable.

### **Assistive Devices:**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. As required PCI employees, agents and third parties will be trained to ensure that they are familiar with various assistive devices that may be used by customer with disabilities while accessing our goods or services. In the event that a person with a disability is hindered from accessing any goods or services offered, PCI will use its best efforts to accommodate the person by offering the use of another assistive device that is available or attempt to deliver the same service in another way.

### **Billing:**

PCI is committed to providing accessible invoices and upon request, our invoices will be provided in alternative formats. We will answer any questions customers may have about the content of the statement in person, by telephone or email.

## **Use of Service Animals and Support Persons**

### **Service Animals:**

PCI welcomes persons 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 employees, agents and third parties are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

### **Support Person:**

PCI welcomes persons 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 PCI's premise 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.

## **Notice of Temporary Disruption**

A notice will be placed at all public entrances and service counters of PCI when there is a disruption in the facilities or services usually used by people with disabilities. The notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

## **Training for Staff:**

PCI will provide training to all employees, agents and third parties who deal with the public or other third parties on their behalf and those who are involved in the development and approvals of customer service policies, practice and procedures.

Training will include:

- An overview of 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 animals or support person.
- Training on how to use equipment or assistive devices available at our office or otherwise provided by PCI that may help with the provision of goods or services to a person with a disability.
- What to do if a person with a disability is having difficulty in accessing PCI's goods and services
- Training on PCI's current policies, practices and procedures relating to the Customer Service Standard.

## **Feedback Process:**

In order to properly assess the needs of persons with disabilities, PCI has created a feedback process and designated a member of staff as it AODA Compliance Officer. Our feedback form and AODA Compliance Office information is located on our website at [www.precisecastings.ca](http://www.precisecastings.ca)

## **Receiving Feedback:**

Feedback may be provided by a person with a disability in the manner they deem most convenient to them. Feedback can be given by completing a Customer Feedback Form or by contacting the AODA Compliance Officer in person, by mail, phone, e-mail on our website. All feedbacks will be processed by the AODA Compliance Officer and will be kept in strict confidence. The information received will be used to help improve customer service.

## **Responding to Feedback:**

If feedback raises serious concerns with respect to the delivery of goods and service to persons with disabilities, PCI will provide a response to the concerns in a timely manner. The AODA Compliance Officer will provide the author of the feedback with a response in the format requested outlining actions to be taken.

## **Availability and Format of Documents**

Our Policy and Customer Feedback Form will be posted in our front lobby and also posted on the PCI website, [www.precisecastings.ca](http://www.precisecastings.ca) We shall also provide upon request this Policy and other forms created in a format that takes into account the disability of the person submitting the request.

## **Modification to this or other Policies**

PCI is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. All of PCI's policies and procedures will be developed or updated in such a manner as to respect and promote the dignity and independence of persons with disabilities.

This policy exists to achieve service excellence to customers with disabilities. PCI recognizes that the AODA does not replace or superseded the *Human Rights Code, P.S.O. 1990, c.H.19*. Upon Request PCI will ensure the Emergency Response Plan is updated to accommodate any individual when needed. An enquires related to this policy and any feedback should be directed to our AODA Compliance Office:

J.M. (Manny) Matias

General Manager / AODA Compliance Officer

Phone: 519-669-5159 Ext 233

Fax: 519-669-1566

Email: [mmatias@precisecastings.ca](mailto:mmatias@precisecastings.ca)

Precise Castings Inc. website: [www.precisecastings.ca](http://www.precisecastings.ca)