



## Accessible Customer Service Plan

### Providing Goods and Services to People with Disabilities

Commport Communications Internationals Inc. is committed to excellence in serving all customers including people with disabilities.

### Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

### Communication

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

### Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

### 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 customers with disabilities, Commport Communications International Inc. will notify customers 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.

The notice will be made publicly available at Reception and on our Website.

### Training

Commport Communications International Inc. will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

- Reception



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- Health and Safety Committee

Staff will be trained on the Accessible Customer Service within 1 month of hire.

Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard
- Commport Communication International Inc'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 the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Commport Communications International Inc.'s goods and services.

Staff will also be trained when changes are made to our accessible customer service plan.

## Feedback process

Customers who wish to provide feedback on the way Commport Communications International Inc. provides goods and services to people with disabilities can provide feedback in the following way(s):

- Website email
- Verbal – 905-727-6782

All feedback, including complaints, will be handled in the following manner:

- Health and Safety Committee Review
- Escalation to Executive Committee if not satisfied

Customers can expect to hear back within 10 business days.



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## **Notice of availability**

Commport Communications International Inc. will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following location(s):

- Website
- Reception

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

Any policy, practice or procedure of Commport Communications International Inc.'s that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.