

## **Accessible Customer Service Plan Providing Goods and Services to People with Disabilities**

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, Accessibility Standard for Customer Service, Green Belting Industries Limited is dedicated to ensuring that our services are accessible and are provided in a manner that respects the dignity and independence of people with disabilities.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability. We understand that communication styles vary and that not all persons with the same disability use the same communication style. Green Belting Industries will make every effort to ensure that our employees take this into consideration and whenever possible ask our customers how best to communicate with them.

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

Green Belting Industries welcomes people with disabilities and their service animals. Green Belting Industries will:

- Permit service animals on the parts of our premises that are open to the public
- Not interact with them without permission of the owner/handler.
- If the Company cannot easily identify that the animal is a service animal, we will ask the person to provide documentation from a regulated health professional.

In certain cases, a person with a disability may be required to be accompanied by a support person health or safety reasons. Before making a decision, Green Belting Industries will:

- Consult with the person with a disability to understand their needs
- Consider health or safety reasons based on the evidence
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

### **Assisted Devices**

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, **Green Belting Industries Limited** 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 placed at the entrance door of Green Belting Industries Limited, 381 Ambassador Drive, Mississauga, ON L5T 2J3.

## Employee Training

Green Belting Industries Limited will provide training to all employees and volunteers (paid and unpaid, full-time, part-time and contract positions).

Training on Accessible Customer Service will be provided as soon as possible after an employee or volunteer joins our organization.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Green Belting Industries' 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
- What to do if a person with a disability is having difficulty in accessing Green Belting Industries' 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 regarding how Green Belting Industries provides goods and services to people with disabilities can provide feedback in a variety of ways including:

- via our website: [www.greenbelting.com](http://www.greenbelting.com), click on the **Accessibility** tab on the bottom of the home page, then click on the **Contact Us** icon on the left of the page
- by e-mail ([hr@greenbelting.com](mailto:hr@greenbelting.com));
- by mail to Green Belting Industries, 381 Ambassador Dr., Mississauga, ON L5T 2J3;
- by telephone 905-564-6712, extension: 5164

Accessible formats and communication supports will be provided on request.

All feedback, including complaints, will be reviewed and appropriately responded to either in writing, by email or by telephone acknowledging receipt of the feedback and outlining steps to resolve issues, if any. Customers can expect to hear back in two business days.

## Notice of availability

Green Belting Industries will notify the public that our policies are available upon request by posting them on our website.

## Modifications to this or other policies

Any policy of Green Belting Industries that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.