



## **ACCESSIBLE CUSTOMER SERVICE POLICY**

McRae Imaging Inc. strives to provide our products and services that are accessible to all of our customers and respects the dignity and independence of people with disabilities.

### **PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES**

McRae is committed to excellence in serving all customers including people with disabilities. Our customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disability.

### **COMMUNICATION**

We will communicate with people with disabilities in a manner which takes into account their disability, while respecting the dignity and independence of the individual. We will work with the person with a disability to determine what method of communication work for them.

### **SUPPORT PERSONS/SERVICE ANIMALS**

We are committed to welcoming people with disability who are accompanied by support persons on our premises.

We are committed to welcoming people with disability who are accompanied by service animals. Service animals are allowed on the parts of our premises that are open to the public.

### **ASSISTIVE DEVICES**

People with disabilities may use their personal assistive devices when accessing our goods, services, or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measure will be used to ensure the person with a disability can access our goods, services or facilities.

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, employees of McRae Imaging 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 our reception desk.

### **TRAINING FOR STAFF**

McRae Imaging will provide accessible customer service training to all employees, volunteers and anyone who provides goods, services or facilities to customers on our behalf.

This training will be provided to new employees within their three (3) month probationary period.



Training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- McRae Imaging's accessible customer service policies 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 McRae Imaging's goods and services

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

### **FEEDBACK PROCESS**

Customers who wish to provide feedback on the way McRae Imaging provides goods and services to people with disabilities can be made by mail, telephone, or email. All feedback should be directed to our Human Resources Department.

Customers can expect to hear back within seven (7) business days.

Our contact information is:

**Mail:** 3730 Laird Road, Mississauga, ON, L5L 5Z7

**Email:** [hr@mcraeimaging.com](mailto:hr@mcraeimaging.com)

**Telephone:** 905-569-1605

Feedback will be addressed according to our organization's regular procedures.

### **NOTICE OF AVAILABILITY**

McRae will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the reception area.

McRae will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

### **MODIFICATIONS TO THIS OR OTHER POLICIES**

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