

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.

ACCESSING 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 abilities, 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.