
Accessible Customer Service Plan Providing Goods and Services to People with Disabilities updated: December 2014

Aercoustics Engineering Limited is committed to excellence in serving all customers including people with disabilities.

Assistive 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 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. Fees are not charged for access to **aercoustics engineering limited's** premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities **Aercoustics Engineering 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 entrance doors, on our web site, and the clients will be advised promptly about any disruptions by phone and/or e-mail.

Training

Aercoustics Engineering Limited will provide 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 services.

Individuals in the following positions will be trained: Engineering and Administrative Staff that has direct contact with our clients.

This training will be provided to the staff within six months of the hire date.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **Aercoustics Engineering Limited'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
- What to do if a person with a disability is having difficulty in accessing **Aercoustics Engineering Limited's** services

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

Feedback process

Customers who wish to provide feedback on the way **Aercoustics Engineering Limited** provides services to people with disabilities can call us or contact our organization via e-mail.

All feedback, including complaints, will be addressed by the office management.

Customers can expect to hear back in two business days.

Notice of availability

Aercoustics Engineering Limited 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 **Aercoustics Engineering Limited** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.



Signed:

Date: December 2014