



## **Accessibility for Ontarians with Disabilities Act (AODA)**

### **Accessibility Standards for Customer Service**

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, Accessibility Standard for Customer Service, Eckler Ltd. is dedicated to ensuring that our services are accessible and offer the same opportunity and benefit to all customers. We are also committed to ensuring that our services are provided in a manner that respects the dignity and independence of people with disabilities.

#### **1. Communication**

Eckler Ltd. 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 modalities. Eckler Ltd. makes every effort to ensure that our employees take this into consideration and when not sure to always ask our customers how best to communicate with them.

In addition, we will train employees to communicate with customers over the telephone in clear and plain language and to speak slowly. We will offer to communicate with customers by e-mail if telephone communication is not suitable to their communication needs or is not available.

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

Eckler Ltd. is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. We will ensure that all employees are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Eckler Ltd. is also committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Eckler Ltd.'s premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

#### **3. Assistive Devices**

Eckler Ltd. is committed to serving customers with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure our employees are trained and familiar with various assistive devices such as canes, wheelchair, etc. that may be used by customers with disabilities while accessing our services.

#### **4. Invoices**

We are committed to providing accessible invoices to all of our customers. Invoices will be provided in alternative format upon request. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

#### **5. Notice of Temporary Disruption**

Eckler Ltd. will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

#### **Employee Training**

To make certain that our provision for services are accessible, Eckler Ltd. will provide training to employees and others who deal with our customers. The training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people 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 our services
- Eckler Ltd.'s policies, practices and procedures relating to the AODA customer service standard

#### **Feedback Process**

Eckler Ltd. is committed to surpassing customer expectations while serving customers with disabilities. Comments on our services are welcome and appreciated. A Customer Feedback Form is available by request by emailing [info@eckler.ca](mailto:info@eckler.ca). It can be mailed, faxed (416-696-3040) or e-mailed ( [Aoda-Feedback@eckler.ca](mailto:Aoda-Feedback@eckler.ca) ). General enquiries on our policy can be made directly by calling 416-429-3330.