



## **Accessible Customer Service Plan**

### **Providing Goods and Services to People with Disabilities**

**Burlington Economic Development Corporation (BEDC)** is committed to excellence in serving all customers including people with disabilities.

#### **Assistive devices**

We will ensure that our staff are trained and familiar with any assistive devices we have on-site or that we provide that may be used by customers with disabilities while accessing our goods or 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 or to one of our off-site events.

- However, during an off-site event, fees will be charged to the support person if they elect to avail themselves of any meals or refreshments being served for which BEDC will incur a cost. The fee will be reflective of the event charge for all guests.

We will notify customers of this on a case-by-case basis through direct contact with our guest.

## **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, BEDC 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 BEDC office, on our website, and/or notification by email.

## **Training**

BEDC 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 goods and services.

Individuals in the following positions will be trained:

Management, Economic Development Managers and Analysts, Marketing and Communications Manager and Coordinator, Customer Service Staff, Reception, Interns, and any other staff.

This training will be provided to staff during their initial orientation through the distribution of the ACCCESSIBLE CUSTOMER SERVICE GUIDE.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- BEDC'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
- How to use any on-site equipment that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing BEDC's goods and 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 BEDC provides goods and services to people with disabilities can provide feedback verbally, by email, or through our website contact form.

All feedback, including complaints, will be reviewed with senior management to satisfactorily resolve the issue. Customers can expect to hear back within 48 hours (Monday-Friday).

### **Notice of availability**

BEDC will notify the public that our policies are available upon request by direct contact or by posting them on our website.

### **Modifications to this or other policies**

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