

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

MARANT 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 goods or services.

Communication

We will communicate respectfully 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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, MARANT 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 appropriate locations.

Training for staff

MARANT will provide training to employees and others who deal with the public or other third parties on their behalf. This training will be provided to staff within two weeks of starting employment.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- MARANT's accessible customer service plan
- 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
- Where identified and appropriate, how to use equipment or devices, e.g. TTY, wheelchair lifts, etc., available on-site or otherwise 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 MARANT'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 MARANT provides goods and services to people with disabilities can e-mail, write or telephone the office. All feedback will be directed immediately to the Human Resources department. Customers can expect to hear back in 10 days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

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