

(AODA)

Accessibility for Ontarians with Disabilities Act

Safety Guys Workplace Safety Trainers Customer Service Policy

IN COMPLIANCE WITH THE ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA), SAFETY GUYS WORKPLACE SAFETY TRAINERS WISHES TO MAKE AVAILABLE OUR CUSTOMER SERVICE POLICY:

Customer Service Policy

Safety Guys Workplace Safety Trainers is committed to diversity, inclusion and accessibility in everything we do. These core values are fundamental to the way we do business and come through in the training we design for our clients. The heart of our business has always been to provide the best overall training experience for clients and students of all abilities and we will strive to maintain these high standards as we continue to grow and develop in the future.

Our Commitment

We are dedicated to providing the best learning experience to all of our clients and students. Our training location in Kingston was selected to provide ease of accessibility to clients of all abilities and we are committed to providing services in a manner that respects the dignity and independence of persons with disabilities. When training in other cities, we will strive to select locations that also offer this same ease of accessibility.

Use of Service Animals and Support Persons

Service Animals

Persons with disabilities may enter our premises accompanied by a service animal and keep the animal with them; it is the responsibility of the person with a service animal to control the animal at all times. In the event another student is allergic to animals, every effort will be made to arrange a private training session at date and time that is convenient.

Support Persons

Persons with disabilities may be accompanied by a support person and may have access to that support person at all times. There will no extra cost to have the support person in attendance during any training session. We are happy forward training materials to Interpreters (ASL or other language) so that they may prepare to assist a student enrolled in one of our classes.

Consent from the person with a disability is required when it may be necessary to communicate private issues related to the person with a disability in the presence of a support person.

Notice of Temporary Disruption

Safety Guys Workplace Safety Trainers will make reasonable effort to provide customers with notice in the event of a disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, and its anticipated duration, and a description of alternative facilities or services, if available. We may not be able to give advance notice in case of an emergency disruption. The signs and printed notices will be displayed prominently at the entrance to Safety Guys Workplace Safety Trainers.

Training for staff

- Safety Guys Workplace Safety Trainers will provide training to all of our employees and all those who are involved in the development and approvals of customer service policies, practices and procedures on:
 - 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 with disabilities who use an assistive device or require the assistance of a service animal or a support person.
 - How to work with Interpreters that may help with the provision of our services to people with disabilities
 - What to do if a person with a disability is having difficulty in accessing our services
 - Safety Guys Workplace Safety Trainers's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback process

The ultimate goal of Safety Guys Workplace Safety Trainers is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Safety Guys Workplace Safety Trainers provides goods and services to people with disabilities can be made by emailing us safetyguy@persona.ca. Customers can expect to hear back within two business days.

Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Safety Guys Workplace Safety Trainers that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to:

Brenda Van Belle

Safety Guys Workplace Safety Trainers.

30 Steve Fonyo Drive, Kingston ON K7M 8N9

613-985-6941

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