

AODA: Accessibility And Customer Service

Policy

Created: 21 December 2010

Policy Intent:

This policy is intended to ensure Stamm Investments Limited provides excellent customer service for all customers including people with disabilities. Stamm is committed to providing services in a way that respects the dignity, independence and safety of people with disabilities to access our services.

With this in mind, we will modify how we carry out our functions and responsibilities to meet the needs of those with disabilities in 5 key areas: communication, use of service animals or support persons, feedback process, modification to procedure, and staff training.

Communication

We will communicate with people with disabilities in a manner that takes into account their disability.

Telephone Service: Staff will speak to customers in plain language, clearly and slowly as required. In addition, the use of TTY (Teletypewriter), VCO (Voice Carry Over) or HCO (Hearing Carry Over) calls is authorized to communicate with those that are deaf or hard of hearing if this is their preferred communication method.

Assistive Devices: Staff will use assistive communication devices such as writing information for the customer or reading information from the customer if that device is used by the customer while accessing our services.

Written Communication: Written communication will be provided in large print or email format upon written request from the customer. In addition, staff may read documentation to the customer if they request this service. Questions regarding billing will be answered in writing, email, or over the phone to meet the needs of the customer.

Use of Service Animals or Support Persons

Stamm is committed to welcoming people with disabilities who are accompanied by a service animal or support person into the premises where the public and other third parties (if working for an organization eligible to enter the space) are eligible to enter.

Service Animals: A service animal is any animal that is trained to alert or assist someone with a disability. For the purposes of this policy, any animal identified by the customer with a disability as a service animal will be accepted as such unless the animal is otherwise excluded by law. Staff will not interact with service animals as they are working on behalf of the client and need to focus on their work.

Support Person: Any person with a disability who is accompanied by a support person will be allowed to enter the premises with their support person. Staff will seek the permission of the customer before discussing confidential information in front of the support person and heed to the wishes of the customer. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his/her support person while on the premises. If confidential information must be discussed and the customer does not wish to discuss it with the support person present, alternate arrangements can be made including setting a different appointment time, discussing over the phone, or by email.

Feedback Process

Comments on our customer service, including how well we met the needs of people with disabilities, is appreciated. Feedback can be provided through a number of mediums including:

- By Phone: 519-884-3010 ext. 228
- By Email: info@stamminvestments.com
- In Writing: 319 Bridgeport Rd. E., Waterloo ON N2J 2K9

Please direct your comments to: Sherry Hiriart, Manager: Marketing & Staffing. Customers can expect a response within 5 business days unless otherwise advised. Complaints will be addressed according to established management procedures.

Modification to Procedure

We are committed to developing customer service policies that respect and promote dignity, independence, and safety of people with disabilities. Any Stamm Investments Limited policy or procedure that does not meet this standard will be formally modified once identified. If a policy or procedure is identified as limiting access to people with disabilities, feedback should be provided as above.

Staff that encounter a specific customer need that cannot be accommodated within existing policy and procedural framework are empowered to modify procedure to meet this need within the context of the established standards. If in doubt, seek assistance from your supervisor.

Staff Training

Stamm will provide training to all employees who deal with the public and those who are involved in the development and approval of customer service policies, practices and procedures with respect to:

- AODA and Stamm's policy regarding customer service and people with disabilities;
- Communicating and Interacting with people with various types of disabilities;
- Understanding assistive devices, service animals, and support persons;
- What to do if a person with a disability is having difficulty in accessing Stamm's services.

Training will coincide with annual OH&S training.