

Accessible Customer Service Plan



Davis Martindale is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our 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.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Davis Martindale 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 front door of 373 Commissioners Road West, London, ON and on the home page of our website (www.davismartindale.com).

Training for Employees

Davis Martindale will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf.

This training will be provided to employees within 30 days of employment start.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Davis Martindale'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
- What to do if a person with a disability is having difficulty in accessing Davis Martindale's goods and services

Employees 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 Davis Martindale provides goods and services to people with disabilities can do so verbally, by email, or using our feedback card. All feedback will be directed to the Human Resources Manager. Customers can expect to hear back in forty-eight (48) hours. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other Policies

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