



**POLICY: AODA CUSTOMER SERVICE STANDARDS**

**REVIEWED & EFFECTIVE: August 2018**

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, Janco Steel strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Janco Steel is committed to excellence in serving all customers including people with disabilities and will carry out its functions and responsibilities in the following areas:

***Assistive devices***

We are committed to serving people who need assistive devices to obtain, use or benefit from our goods and services.

***Communication***

We will communicate with people with disabilities in ways that take into account their disability.

***Service animals***

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.

***Support persons***

We are committed to welcoming people with disabilities who are accompanied by a support person. No person with a disability who is accompanied by a support person will be denied access Janco Steel's premises.

At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

***Notice of temporary disruption***

In the event of a planned or unexpected disruption to services or facilities or services usually used by people with disabilities, Janco Steel will notify customers promptly. This 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 main entrance of our building.

### ***Training***

Janco Steel will provide training to employees who deal with the public or other organizations on behalf of Janco Steel and all those who are involved in the development and approval of customer service policies, practices and procedures. This training will be provided to employees as soon as practicable.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standards.
- 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 Janco Steel's services.
- Janco Steel Ltd. specific policies that aim to support people with disabilities

### ***Feedback process***

The ultimate goal of Janco Steel 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.

Customers who wish to provide feedback on the way Janco Steel provides goods and services to people with disabilities can email Melanie Koning at [mkoning@jancosteel.com](mailto:mkoning@jancosteel.com). Customers can expect to hear back within 48 hours. Complaints will be addressed according to our organization's regular complaint management procedures.

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

Any policy of Janco Steel that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities in accessing our good and services will be modified or removed.

### ***Questions about this policy***

This policy exists to achieve service excellence to customers with disabilities. If anyone has questions about this policy, they may contact Melanie Koning at [mkoning@jancosteel.com](mailto:mkoning@jancosteel.com).