**1.12 ACCESSIBLE CUSTOMER SERVICE POLICY**

We have always been committed to doing the right thing for our customers and employees. Our values and behaviors are the foundation for the relationships we foster with our customers and employees. The Accessibility for Ontarians with Disabilities Act, 2005 (the “AODA”) is an Ontario law that was created to develop, implement and enforce accessibility standards to achieve accessibility for Ontarians with disabilities. The integration of the AODA Customer Service Standard into our workplaces will bolster our continued commitment to showing respect, understanding, and tolerance towards our customers and employees.

**Scope and Application:**

This Policy applies to all our employees who engage with the public on our behalf.

**Providing Goods and Services to Ontarians with Disabilities.**

We are committed to using reasonable efforts to:

* Provide goods and services in a manner that respects the dignity and independence of persons with disabilities;
* Provide goods and services in a manner that enables a person with a disability to obtain, use or benefit from our goods and services; and
* Provide persons with disabilities with an opportunity equal to that given to others to obtain, use and benefit from our goods and services.

**POLICY STATEMENTS:**

**Assistive Devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

**Communication**

Sentry Fire is committed to communicating with persons with disabilities in ways that consider their disability.

**Service Animals**

Sentry Fire will welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

**Support Persons**

Persons with disabilities may enter Sentry Fire’s premises accompanied by a support person and may have access to that support person at all times.  
  
Sentry Fire may require a person with a disability to be accompanied by a support person while on Sentry’s premises in situations where it is necessary to protect the health and safety of the person with a disability, or the health and safety of others on the premises.  
  
Consent from the person with a disability is required when communicating private issues related to the person with a disability, in the presence of a support person

**Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Sentry Fire 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.

**Training**

Sentry Fire will provide accessible customer service training to:

* all employees and volunteers
* anyone involved in developing our policies
* anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service within 30 Days after being hired.

Training will include:

* The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
* The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/08);
* Information about Sentry Fire’s policies and procedures pertaining to the provision of Sentry’s services to persons with disabilities;
* 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 Sentry Fires goods, services or facilities

Staff will also be trained when changes are made to our accessible customer service policies.

**Feedback process**

Sentry Fire welcomes feedback, including feedback about the delivery of our services to persons with disabilities. Sentry Fire will investigate and respond to all complaints relating to such services in a timely, thorough and objective manner. Customer feedback will help us identify barriers and respond to concerns.

Feedback will be directed to the General Manager and discussed in our monthly Safety Meetings on how we can approve our customer service. Customers can expect to hear back in 30 days.

Customers will be notified of how to provide feedback in the following ways:

* Cards on front desk for Customers
* Sign/Signs in Office

Customers who wish to provide feedback on the way Sentry Fire provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

* Sentry Fire Website <http://sentryfire.ca/contact-us/>

**1.8 Modifications to this or other policies**

Any policies of Sentry Fire that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.