

Chapter 37B

Accessibility Ontarian Disability Act

Customer Service Policy

Title: AODA	Date of Issue: Jan 2019
Approved by: Marcel Pantano	Review/Revise Date: Jan 2024
Location: All Facilities	

Purpose

The purpose of this policy is to guide employees in providing accessible customer service. It ensures that MTD Metro Tool & Die follows the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and Ontario Regulation 429/07 (Accessibility Standards for Customer Service).

Scope

MTD Metro Tool & Die is committed to removing barriers and improving access to our programs and services.

This policy applies to all employees who represent the company or provide service to customers and visitors. This includes executives, directors, managers, sales staff, engineering, quality staff, and all other company representatives.

Policy Statement

MTD Metro Tool & Die is committed to providing customer service that respects the dignity and independence of people with disabilities.

We will follow the Accessibility Standards for Customer Service under the AODA and work to meet or exceed the needs and expectations of our customers.

1. Communication

MTD will communicate with people with disabilities in ways that consider their individual needs.

Employees who communicate with customers will receive training on how to interact with people who have different types of disabilities.

2. Telephone Services

MTD is committed to providing accessible telephone service.

Employees will be trained to speak clearly and respectfully. If telephone communication does not meet a customer's needs, we will offer other methods of communication, such as email.

3. Billing

MTD will provide accessible invoices and notices upon request. Alternative formats will be made available when needed.

4. Support Persons

People with disabilities may be accompanied by a support person while visiting MTD.

Support persons must sign in at the front reception desk, sign the Visitor's Log, and wear a visitor badge while on site.

5. Service Animals

People with disabilities may bring their service animal into MTD facilities unless the law prohibits it.

If a service animal is not allowed by law in a specific area, MTD will work to find another way to provide service.

The individual is responsible for keeping their service animal under control at all times.

6. Notice of Temporary Disruptions

If there is a temporary disruption to services or facilities used by people with disabilities, MTD will provide notice as soon as possible.

The notice will include:

- The reason for the disruption
- How long it is expected to last
- Any alternative services available

7. Feedback Process

MTD's goal is to meet or exceed customer service expectations, including service for people with disabilities.

We welcome feedback about how well we are meeting these expectations.

Feedback can be provided by telephone, letter, or email. All feedback will be reviewed and used to improve our services.

8. Training

MTD will provide training to:

- All employees who serve the public or third parties
- All employees involved in developing customer service policies and procedures

Training records will be maintained by the Human Resources department.

Training will include:

- The purpose and requirements of the Accessibility for Ontarians with Disabilities Act, 2005
- MTD's accessibility policies and procedures
- How to communicate and interact with people with different types of disabilities
- How to assist individuals who use assistive devices, support persons, or service animals
- What to do if someone with a disability is having difficulty accessing services

Responsibility

Human Resources Manager

- Ensures training is completed, documented, and enforced

Managers

- Ensure employees under their supervision are trained and follow this policy

Reference

- Accessibility for Ontarians with Disabilities Act, 2005
- Ontario Regulation 429/07 – Accessibility Standards for Customer Service