

## **Accessibility Customer Service Plan**

### **Taranis Contracting Group Ltd.**

Taranis Contracting Group Ltd. is committed to excellence in serving all customers, including people with disabilities.

December 23, 2014

Date



Ryan Jones  
President

#### Providing Goods and Services to People with Disabilities

##### **Assistive Devices**

We will ensure that staff members are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or 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.

Fees will not be charged for support persons.

We will notify customers of this through a notice posted on our premises.

##### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, a wheelchair accessible washroom is not available. Taranis Contracting Group Ltd. 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 reception.



## **Training**

Taranis Contracting Group Ltd. will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

- Receptionist
- Office Staff
- Estimators
- Service Manager
- General Manager
- Fleet Manager
- Operations Manager
- Executive Assistant

This training will be provided to staff during new hire orientation for staff.

Training will include the following:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Taranis Contracting Group Ltd.'s plan related to the customer service standard.
- 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 Taranis Contracting Group Ltd.'s goods and services.

## **Feedback Process**

Customers who wish to provide feedback on the way Taranis Contracting Group Ltd. provides goods and services to people with disabilities can do so in person or via telephone, email or written correspondence.

All feedback, including complaints, will be documented and responded to through our current complaint process.

Customers can expect to hear back in one business day.

## **Notice of Availability**

Taranis Contracting Group Ltd. will notify the public that our policies are available upon request by posting a notice at reception and on our website.

## **Modification to this or Other Policies**

Any policy of Taranis Contracting Group Ltd. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **Five Year Accessibility Plan**

The following is Taranis Contracting Group Ltd.'s five-year accessibility plan:



- Review customer and employee accessibility requirements on an annual basis.
- Continually update five-year plan to reflect the aforementioned requirements.
- Train employees on an annual basis.
- Construct an accessible washroom by 2020.