

## **PRISTINE PRINTING CUSTOMER SERVICE STANDARD**

**These documents are available in a format that takes a person's disability into account: Large font copy produced and audio copy and in Braille copy to be produced.**

### **Accessibility Standard for Customer Service**

#### **Plan**

**Instruction to the trainer** ; Please make sure you have a copy of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard before you start this session.

Becoming accessible means developing a plan on how your organization will provide service to customers with disabilities.

Below, you'll find a sample plan to help guide you. It outlines your accessible customer service policy, including practices and procedures.

Remember the principles of independence, dignity, integration and equal opportunity as you create your plan. Providing Goods and Services to People with Disabilities

Pristine Printing is committed to excellence in serving all customers including people with disabilities.

#### **Assistive devices**

We will ensure that our staff 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 in Pristine Printing 's premises.

We will notify customers of this by posting a notice in the following location(s): Front door and our company website.

## **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Pristine Printing will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time.

The notice will be made publicly available at the following locations:

3 Bestobell Road, Etobicoke ON M8W 4H2

## **Training**

Pristine Printing will provide accessible customer service 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: Front desk and customer service, accounting

Staff will be trained on Accessible Customer Service within 1 month after being hired

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Pristine Printing'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
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. These include:

Wheel chair, motorized scooter, cane, Oxygen tank

- What to do if a person with a disability is having difficulty in accessing Pristine Printing

's goods and services Staff will also be trained when changes are made to our accessible customer service plan.

### **Feedback process**

Customers who wish to provide feedback on the Pristine Printing can do so by using our company website contact email address and or live call or in person.

All feedback, including complaints, will be handled in the following manner:

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Customers can expect to hear back in 15 days.

### Notice of availability

Pristine Printing will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following location(s):

3 Bestobell Road, Etobicoke, ON M8W 4H2

### Modifications to this or other policies

Any policy, practice or procedure of Pristine Printing that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.