



182 King Street, Unit 4 Stratford, Ontario N5A 4S1 Phone: 519-273-6921 Fax: 519-273-7560
www.ims2014.ca



Customer Service Policy

Providing Goods and Services to People with Disabilities

1. Our Commitment

In fulfilling our mission, Integrated Mechanical Services (2014) Inc. 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.

2. Providing goods and services to people with disabilities

Integrated Mechanical Services (2014) Inc. is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

2.1 Communication

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

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

2.2 Telephone services

We are committed to providing a fully accessible telephone service to our customers. We

will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by e-mail if telephone communication is not suitable to their communication needs or is not available.

2.3 Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

2.4 Billing

We are committed to providing accessible invoices to all our customers. For this reason, invoices will be provided in the following formats upon request, hard copy, large print, and email.

We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

3. Use of service animals and support persons

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. We will also ensure that all staff who deal with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Integrated Mechanical Services (2014) Inc.'s premises with his or her support person. 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.

4. Notice of temporary disruption

Integrated Mechanical Services (2014) Inc. will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

5. Training for staff

Integrated Mechanical Services (2014) Inc. will provide training to all employees who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

This training will be provided during the three-month probation period as part of the onboarding process.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 our goods and services
- Integrated Mechanical Services (2014) Inc.'s' policies, practices and procedures relating to the customer service standard.

Staff will be trained in policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

6. Feedback process

The ultimate goal of Integrated Mechanical Services (2014) Inc. 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.

Feedback regarding the way Integrated Mechanical Services (2014) Inc. provides goods and services to people with disabilities, and on our feedback process itself, can be made by e-mail or verbally. All feedback will be directed to Stew Elkins, Vice President, & CRO. Customers can expect to hear back in 10 days.

7. Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of Integrated Mechanical Services (2014) Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

8. Questions about this policy

This policy exists to achieve service excellence for customers with disabilities. If anyone has a question about the policy, or if the purpose of this policy is not understood, an explanation can be provided by, or referred to the CFO or Human Resources.