



Accessible Customer Service - Policy

Accessible Service Provision Policy

This Policy is available in alternate formats upon request.

1. Preamble

Wilcox Door Service Inc. strives at all times to provide goods and services in a way that respects the dignity and independence of persons with disabilities. Wilcox Door Service Inc. is also committed to ensuring that, persons with disabilities receive accessible goods and services of the same quality that others receive. Wilcox Door Service Inc. is also committed to ensuring that, to the extent possible, accessible goods and services are delivered in a timely manner.

This Policy has been prepared to meet the compliance requirements of the AODA Customer Service Standard and to articulate what people may expect from Wilcox Door Service Inc. in regard to this standard. It reflects the values of Wilcox Door Service Inc. and those specifically given expression in Wilcox Door Service Inc.'s Human Rights Policy. Wilcox Door Service Inc.'s Accessible Service Provision Policy is intended to benefit the full range of persons with disabilities, as defined in the Ontario Human Rights Code. Wilcox Door Service Inc. believes that whether a person's disability is apparent or not, everyone should be treated with courtesy, made to feel welcome, and have their needs respected whenever they interact with a Wilcox Door Service Inc. representative.

This Policy applies in conjunction with and should be read together with other policies that effect the provision of goods and services by faculty and staff members, contractors, volunteers, and others who interact with individuals who wish to obtain, use or benefit from goods and services provided by Wilcox Door Service Inc..



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2. Assistive devices

Wilcox Door Service Inc. is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from its goods and services.

Wilcox Door Service Inc. will ensure that employees know how to use assistive devices available in providing Wilcox Door Service Inc. goods and services and inform individuals wishing to access Wilcox Door Service Inc. goods and services of the assistive devices that are available.

3. Use of service animals and support persons

Persons with disabilities may bring their service animal on the parts of Wilcox Door Service Inc. premises that are open to the public or other third parties. Wilcox Door Service Inc. will ensure that all employees, volunteers and third parties dealing with the public are trained in how to interact with persons with disabilities who are accompanied by a service animal.

On rare occasions, a service animal may not be permitted to enter an area of the premises consistent with other laws. In these instances, managers will suggest appropriate alternatives and provide assistance.

Any person with a disability who is accompanied by a support person will be allowed to enter Wilcox Door Service Inc. premises open to the public or other third parties 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 Wilcox Door Service Inc. premises.

4. Communication

Wilcox Door Service Inc. will communicate with persons with disabilities in ways that take into account their disability. This means employees will communicate in a means that enables persons with disabilities to communicate effectively for purposes of using, receiving and requesting Wilcox Door Service Inc. goods, services and facilities.

Wilcox Door Service Inc. will train staff who communicate with individuals wishing to access Wilcox Door Service Inc. goods and services on how to interact and communicate with persons with various types of disabilities.



5. Feedback process and accessible formats

The ultimate goal of this Policy is to meet goods and service delivery expectations while responding to the requests of individuals with disabilities. Comments on how well Wilcox Door Service Inc. is meeting those expectations are welcome and appreciated.

Feedback about this Policy or its implementation can be submitted:

- **At this time, we are encouraging our clients, and staff to reach out to us via email with their inquiries about a human rights issue and/or complaint. You can reach us directly at HR@wilcoxdoor.com**
- By Telephone 905 274 5850 ext 3
- In person at Head Office (5502 Timberlea Blvd. Mississauga, ON, L4W 2T7) Monday-Friday, 8:30 am-4:30 pm; or
- By mail to Wilcox Door Service Inc.

Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve Wilcox Door Service Inc. services. Feedback received will be redirected to an appropriate contact person in the relevant unit of Wilcox Door Service Inc., as appropriate.

Where possible, complaints will be addressed immediately. However, some complaints may require more effort to address, and must be reviewed for action, possibly involving a number of elements within Wilcox Door Service Inc.. Individuals offering feedback can expect acknowledgement of that feedback within five business days of its receipt. The acknowledgement will indicate how the matter will be addressed and when the individual will be notified of the outcome. Wilcox Door Service Inc. will follow up on any actions arising from the feedback and the timeframe for implementation will be provided as part of the notification of outcome. Feedback/response will be in a format that is accessible to the complainant.

Accessible formats and communication supports, included in the feedback process, are available upon request. They will be provided in a timely manner and at a cost that is no more than the fee charged to other individuals. Wilcox Door Service Inc. will consult with the person making the request to determine the suitability of an accessible format or communication support.



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6. Notice of temporary disruptions

Wilcox Door Service Inc. will provide individuals wishing to access its goods and services with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. This notice will include information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services available (where applicable).

The notice will be placed at all public entrances and service counters of the facility disrupted. Depending on the nature of the disruption, notice will also be provided on email, outgoing telephone messages and on Wilcox Door Service Inc.'s accessibility website.

This notice will be provided in accessible formats.

7. Training

Wilcox Door Service Inc. will provide training about the provision of accessible goods and services to staff members, contractors, volunteers, and others who interact with people who wish to obtain, use or benefit from goods and services provided by Wilcox Door Service Inc.. People accessing services include, but are not limited to visitors, and employees of Wilcox Door Service Inc.. Training will also be provided to every person involved in the development of policies, practices and procedures regarding the provision of goods and services.

Training will occur on an ongoing basis and whenever changes are made to relevant policies, practices and procedures. Training will be provided to each person as soon as practicable after he or she is assigned applicable duties.