



Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

McRae Imaging is committed to excellence in serving all customers including people with disabilities.

Communication

We will communicate with people with disabilities in a manner which takes into account their disability, while respecting the dignity and independence of the individual.

Support Persons/Service animals

Use of support persons, guide dogs, service animals, and/or assistive devices will be permitted at all times and are allowed on the premises in the areas that are open to the public.

Assistive Devices

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.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, employees of McRae Imaging 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 our reception desk.

Training for Staff

McRae Imaging will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

Printing, Sewing/Finishing, Metal/Lighting, Graphic departments, department managers, sales associates and administrative, customer service and reception employees.

This training will be provided to new employees within their three (3) month probationary period.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- McRae Imaging's accessible customer service plan.
- 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 McRae Imaging's goods and services

Modifications to This or Other Policies

Any policy of McRae Imaging that does not respect and promote the dignity and independence of people with disabilities will be modified or removed. Employees will be notified when changes are made to our policy.

Feedback Process

Customers who wish to provide feedback on the way McRae Imaging provides goods and services to people with disabilities can contact us by telephone, email or in writing. All feedback should be directed to our Health & Safety Department.

Customers can expect to hear back within five (5) business days.

Our contact information is:

Writing: 4090A Sladeview Cres. Mississauga, ON L5L 5Y5 Attn: Health & Safety Department
or

Telephone: Health & Safety Department 905-569-1605

Feedback will be addressed according to our organization's regular procedures.

*This document is available in large text format upon request