

Accessibility Standard for Customer Service:

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

BUGSYS # 1 POURHOUSE & FILLING STATION 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 and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form)

from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario

- College of Physiotherapists of Ontario
- College of Psychologists of Ontario

- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities **BUGSYS # 1 POURHOUSE & FILLING STATION** 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 on entrance doors.

Training

BUGSYS # 1 POURHOUSE & FILLING STATION 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:

All serving staff, managers and supervisors.

This training will be provided to staff when hired.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **BUGSYS # 1 POURHOUSE & FILLING STATION** 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 [**enter name of equipment or devices , e.g. TTY, wheelchair lifts, etc., available on-site or otherwise that may help with providing goods or services to people with disabilities**]
- What to do if a person with a disability is having difficulty in accessing **BUGSYS # 1 POURHOUSE & FILLING STATION** goods and services

Staff will also be trained when changes are made to your accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way **BUGSYS # 1 POURHOUSE & FILLING STATION** provides goods and services to people with disabilities can contact **owner** or send e-mail through website.

The company ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

All feedback, including complaints, will be **handled by the owner**.

Customers can expect to hear back within 7 calendar days.

Notice of availability

Upon request **BUGSYS # 1 POURHOUSE & FILLING STATION** will notify the public that our policies are available upon request to the public via posting them on our website, or posting a notice in the workplace.

Modifications to this or other policies

Any policy of **BUGSYS # 1 POURHOUSE & FILLING STATION** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.