



**ACCESSIBLE CUSTOMER SERVICE PLAN
PROVIDING GOODS AND SERVICES TO PEOPLE WITH
DISABILITIES**

Mutual Mechanical and our 30 full time employees are 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 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
- Or
- Will be charged to the support person for admission to **Mutual Mechanical's** premises.

We will notify customers of this through a notice posted on our premises and also posted on our website (www.mutualmechanical.net).

Notice of temporary disruption:

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Mutual Mechanical will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and description of alternative facilities or services, if available.

The notice will be placed on the building, website and voicemail if calling our office.

Training:

Mutual Mechanical Ltd. 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:

- Supervisors
- Foreman
- Customer Service Representatives
- Labourers

This training will be provided to staff immediately with their new hire package that need to be signed and returned to our office.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Mutual Mechanical's plan related to the customer service standard.
- How to interact and communicate with people with various types of 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 Mutual Mechanical's 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 Mutual Mechanical provides goods and services to people with disabilities can send their concerns by mail, email, admin@mutualmechanical.net or add a feedback card to our suggestion box located in our administration office.

All feedback, including complaints, will be directed to the owners of Mutual Mechanical.

Notice of availability:

Mutual Mechanical will notify the public that our policies are available upon request by posting a notice in our main lobby, administration office, shop and on our website.

Modifications to this or other policies:

Any policy of Mutual Mechanical that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Jim Metrow, P.Eng
Director Co-Owner

Boris Varga, CET
Secretary, Co-Owner

New Employee Signature

Print Name:

