



## **Accessible Customer Service Plan Providing Goods and Services to People with Disabilities**

**Cando** is committed to excellence in serving all customers including people with disabilities.

### **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.

### **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.

In the event that Cando believes a person with a disability needs to be accompanied by a support person in order to protect the health and safety of the person with the disability and/or others on premises the following steps will be taken:

- Cando will consult with the person with the disability to determine if a support person is necessary to protect the health and safety of the person with a disability or others on the premises;
- Cando will consult with the person with the disability to determine if there is any other reasonable way to protect the health or safety of the person with a disability and others on the premises

We will notify customers of this through a notice posted on our website [www.candorail.com](http://www.candorail.com).

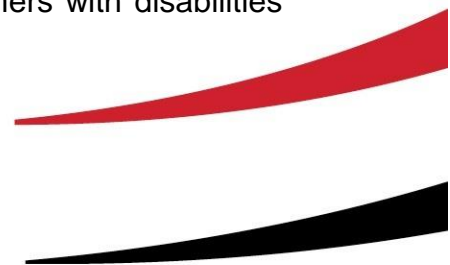
### **Assistive devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Cando will ensure that our employees are trained and familiar with various assistive devices Cando has on site or that Cando provides that may be used by customers with disabilities while accessing our goods, services or facilities.

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## **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Cando 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 the front entrance of the Cando business site impacted.

## **Training**

Cando will provide accessible customer service training to all employees and volunteers of Cando that work in the province of Ontario. 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.

This training will be provided to employees at the commencement of their employment with Cando.

Training will include:

- Cando's plan related to the customer service standard.
- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard (Module/Quiz)
- How to interact and communicate with customers who have disabilities (Module/Quiz)
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person (Module/Quiz)
- What to do if a customer with a disability is having difficulty accessing goods and services
- An overview of the Human Rights Code as it pertains to persons with disabilities and the Integrated Standards (Video/Quiz)

Employees will also be trained when changes are made to our accessible customer service plan.

## **Feedback process**

Customers who wish to provide feedback on the way Cando provides goods and services to people with disabilities can call (866)-989-5310, or email comments to [info@candorail.com](mailto:info@candorail.com).

All feedback, including complaints, will be directed to Jill Watt, Director, People. Customers can expect to hear back in five (5) business days.

## **Notice of availability**

Cando will notify the public that our documents related to accessible customer service are available on our website upon request.

## **Modifications to this or other policies**

Any policy, practice, or procedure of Cando that does not respect and promote the dignity, principles of independence, integration and equal opportunity for people with disabilities will be modified or removed.