



ACCESSIBLE CUTOMER SERVICE POLICY

Policy Statement

Bigham the Mover is committed to treating all persons with disabilities in a way that allows them to maintain their dignity and independence. This policy applies to all customers, employees as well agents who act on behalf of or represent Bigham the Mover in any manner.

I – Purpose

We are committed to fully include individuals with disabilities and are dedicated to preventing and removing barriers to accessibility. Our services will be delivered in a way that reflects the four guiding principles of the *Accessibility for Ontarians with Disabilities Act, 2005* and its regulations. Bigham the Mover is committed to ensuring that accessible goods and/or services are delivered in a timely matter, where reasonable accommodation can be made.

We are further committed to ensuring that every Bigham the Mover employee receives equitable treatment with respect to employment, without discrimination, and where required, receives accommodation up to the point of undue hardship in accordance with the provisions of the Ontario *Human Rights Code*.

II – Providing Goods and Services to Persons with Disabilities

Bigham the Mover is committed to excellence in serving all customers, including those with disabilities and we will carry out our responsibilities in the following areas:

Assistive Devices

Bigham the Mover is committed to providing excellence in customer service to persons requiring the use of assistive devices. We will ensure that our employees are trained on how to use assistive devices available on our premises

Accessible Formats and Communication Supports

Bigham the Mover will communicate with persons with disabilities in a way that takes into account their disability. We will train employees who communicate with individuals, whether in person, on the telephone or in writing, on how to interact and communicate with individuals who may have various types of disabilities. We are able to communicate with customers verbally and in writing by email or letter.

Billing

Bigham the Mover is able to provide invoices in the following formats if requested: hard copy, large print or email. If any questions or concerns arise regarding their invoice they may contact us in person, by telephone or emailing admin@bigham.ca

III – Service Animals & Support Workers

Bigham the Mover welcomes service animals on our premises at all times. The animal must be kept with them at all times.

An individual with a support worker/person will never be prevented from having access to their support person while on our premises.

IV – Notice of Temporary Disruption

Bigham the Mover recognizes the importance of building an accessible workplace, which includes specific features that are more widely used by persons with disabilities. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and our commitment to creating an inclusive environment, Bigham the Mover will place notice of disruptions at all public entrances and service counters when planned or unexpected disruptions in services or facilities occur. The reason for the disruption and expected duration will be included in our notice, as well as a phone number where we can be reached for emergencies.

V– Training for Employees

We are committed to train all employees, agents and third parties who represent Bigham the Mover.

Training will be provided to new employees during the orientation period and will include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005
- The requirements of the customer service standard
- How we will interact and communicate with people with various types of disabilities, those who require use of an assistive device or a service animal/support person
- What to do if a person with a disability is having difficulty accessing Bigham the Mover's goods and services
- How customers can provide feedback
- Applicable employees will be trained on accessibility policies, practices and procedures
- Employees will also be trained when changes are made to the policies, practices and procedures

VI – Feedback Process

Our expectation of all who represent Bigham the Mover is to meet and surpass customer expectations while serving all customers with disabilities. We welcome comments regarding how well we have provided service.

Bigham the Mover accepts feedback verbally in person, or over the telephone at [519-537-5568](tel:519-537-5568). Customers may also email their feedback to admin@bigham.ca. All feedback will be directed to the General Manager and a response will be provided no later than 3 days. In the event that an issue requires more time, the customer will be kept up to date during the investigation process.