

# Accessible Customer Service Plan

## Providing Goods and Services to People with Disabilities

(enter your organization) R.E. Mann Brokers Ltd.  
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 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.

### 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
- (enter the amount) \$0.00 will be charged to the support person for admission to (enter your organization) R.E. Mann Brokers Ltd. 's premises.

We will notify customers of this through a notice posted on our premises and (enter any other means by which provider will notify customer of fee) on our website at [www.remann.com](http://www.remann.com)

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# Accessible Customer Service Plan continued

## Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities (enter list of services/facilities) Office closure (temporary or otherwise)

(enter your organization) R.E. Mann Brokers Ltd. 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 (list all locations where this notice will be made available)

On the front door of the office, on our answering service, and on our website.

## Training for staff

(enter your organization) R.E. Mann Brokers Ltd. 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:

(enter list of positions that require training, for example, customer service representatives, sales associates, managers etc.) All Staff require training

This training will be provided to staff (enter how long after hiring, training will be provided to staff)

Training will be conducted immediately following successful employment

# Accessible Customer Service Plan continued

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- (enter your organization) R.E. Mann Brokers Ltd. 's 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 (enter your organization) R.E. Mann Brokers Ltd. 's goods and services

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

## Feedback process

Customers who wish to provide feedback on the way (enter your organization) \_\_\_\_\_

R.E. Mann Brokers Ltd. provides goods and services to people with

disabilities can (enter ways feedback can be provided, for example, e-mail, verbally, suggestion box, feedback card, etc.) \_\_\_\_\_

Verbally while in the office, or later by phone, by letter and by e-mail.

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All feedback will be directed to (enter title of person responsible for receiving feedback)

AODA Officer, Aaron Culver

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Customers can expect to hear back in (enter number of days) <sup>7</sup>\_\_\_\_\_.

Complaints will be addressed according to our organization's regular complaint management procedures.

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

Any policy of (enter your organization) R.E. Mann Brokers Ltd.  
that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Reset