



# NEAR NORTH CUSTOMS BROKERS INC.

Service Beyond Borders

## **Customer Service Policy – Persons with Disabilities**

### **Accessibility for Ontarians with Disabilities Act**

#### **Application:**

This Policy applies to any full-time, part-time, seasonal, and contract employees regardless of their status.

#### **Policy Statement:**

The following is the Near North Customs Brokers policy on providing service to people with disabilities. Note that the policy may be revised as other standards are introduced under the Accessibility for Ontarians with Disabilities Act, 2005.

#### **Introduction:**

Near North Customs Brokers will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Goods and services must be provided in a manner that respects the dignity and independence of persons with disabilities
- The provision of goods and services to persons with disabilities must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to acquire, use or benefit from the goods and services.
- Persons with disabilities should be given equal opportunities which are given to others in order to acquire, use or benefit from the goods or services.

#### **1. Our Commitment:**

At Near North Customs Brokers we strive to provide goods and services in a way that respects the dignity, independence, integration and equal opportunities to people with disabilities. We are committed to providing people with disabilities the same opportunities to access our goods and services. This allows all persons to benefit from the same services, in the same place and in a similar way.



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## **2. Providing goods and services to people with disabilities**

Near North Customs Brokers is dedicated to providing excellent service in serving all clients including persons with disabilities. We will carry out our functions and responsibilities in the following areas:

- **Communication**  
We will strive to communicate with people with disabilities in ways that takes into account their disability.  
We will train our staff on how to interact and communicate with members whom have disabilities.
- **Telephone Services**  
We are dedicated to providing fully accessible telephone service to our clients. We will strive to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.  
We will offer to communicate with members by appropriate alternate methods if telephone communication is not suitable to their communication needs, or is not available
- **Assistive Devices**  
We are dedicated to serving people with disabilities who use assistive devices to acquire, use or benefit from our goods and services. We will ensure that staff is familiar with the various assistive devices clients may use while accessing our goods or services.
- **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 able to have that person accompany them on our premises.
- **Notice of temporary disruption**  
Near North Customs Brokers will provide customers with advanced notice if a planned or unexpected disruption occurs for any event or service usually used by people with disabilities. The notification will be posted in our main entrance and will include the reason for the disruption, anticipated duration, and a description of alternative facilities or services, if available.



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## **3. Training for Staff**

Near North Customs Brokers will provide training to all employees on policies, practices and procedures that affect the way goods and services are provided to people with disabilities, to all employees and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. The training will be provided to each person as soon as practicable after he or she is assigned the applicable duties. Staff will be trained on an ongoing basis when changes are made to the policies, practices and procedures.

Training will include:

1. An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
2. Near Norths accessible customer service plan.
3. How to interact and communicate with people with various types of disabilities
4. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person and the type of equipment or devices that help people with disabilities access our services
5. What to do if a person with a disability is having difficulty in accessing Near North's goods and services

Near North Customs Brokers ultimate goal is to meet and surpass customer expectations while serving customers with disabilities.

Customers who wish to provide feedback on the way Near North provides those services please contact our Vice President at:

**[djupp@nearnorthcustoms.ca](mailto:djupp@nearnorthcustoms.ca)**

All feedback will be directed to the **Vice President**.

## **4. Modifications to this or other policies:**

We are committed to developing member service policies that respect and promote dignity and independence of people with disabilities. Therefore, no changes will be made to this policy without considering the impact on people with disabilities. Any policy of Near North Customs Brokers that does not respect and promote the dignity and independence of people with disabilities will be modified.

## **5. Questions about this policy:**

This policy exists to achieve service excellence to all members. If there are any questions, or the purpose of the policy is misunderstood, please feel free to contact the Vice President.



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