

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Canadian Security Concepts Inc is committed to excellence in serving all customers, including people with disabilities.

Accessible Formats

Upon request, Canadian Security Concepts Inc will provide an alternative format that best meets our client's needs. This includes, but is not limited to large print, recorded audio and electronic formats. There will be no additional cost to the individual, and all accessible formations will be provided in a timely manner. If it is determined, in consultation with the requesting party, that information is unconvertible, we will ensure that the individual who made the request is provided with an explanation and a summary of the information.

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 in ways that take into account a person's disability.

Service Animals

We welcome service animals and their handlers on the parts of our premise 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 premise. No fee will be charged to a support person.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customer with disabilities, Canadian Security Concepts will notify them promptly. This clearly posted notice will include information about the reason for the disruption, the anticipated length of disruption time, and a description of alternative facilities or services (if available).

Training

Canadian Security Concepts will provide training to employees, volunteers and others who deal with the public or 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. We will maintain records on the training provided, when it was provided, and the number of employees that were trained.

Employees will also be notified and trained on any changes that are made to our accessible customer service plan.

Individuals in the following positions will be trained:

Customer service representatives, sales associates, managers, technicians, security guards and administration

This training will be provided within two weeks of an employee's hire date, and will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Canadian Security Concepts Inc's plan related to the service standard
- How to interact and communicate with people who have various types of disabilities
- How to interact with people who have a disability and use an assistive device, or, required the assistance of a service animal or support person
- What to do if a person with a disability is unable to, or is struggling to access a good or service from Canadian Security Concepts Inc.

Feedback Process

Customers who wish to provide feedback on the way Canadian Security Concepts Inc provides goods and services to people with disabilities can be done so by mail, email, phone, or in person. All feedback including complaints will be directed to our Office Administrator. Customers can expect to hear back within two business days.

Notice of Availability

Canadian Security Concepts Inc will notify the public that our policies are available upon request by posting them online and at our office.

Modifications to Policies

Any policy of Canadian Security Concepts Inc that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Acknowledgment & Agreement

I, (Employee Name), acknowledge that I have read and understand the AODA – *Integrated Accessibility Standards Regulation (IASR)* Information and Communications Policy of Canadian Security Concepts. I agree to adhere to this policy and will ensure that employees working under my direction adhere to this policy. I understand that if I violate the rules set forth in this policy, I may face corrective action.

Name: _____

Signature: _____

Date: _____

Witness: _____