

# Accessible Customer Service Plan

## Providing Goods and Services to People with Disabilities

Anstey Book Binding Inc. is committed to excellence in serving all customers including people with disabilities.

### **Assistive devices**

We will ensure that our staff is 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 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 companions.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the ramp entry to the shipping department, Anstey Book Binding Inc. 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 office and on the company's website (ansteycanada.com).

### **Training**

Anstey Book Binding Inc. will provide training to employees, volunteers and others who deal with the public or other 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.

Individuals in the following positions will be trained: Estimators, Owners, Marketing Manager, Accounts, Production Managers and Shippers

This training will be provided to staff within one week of hire date.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Anstey Book Binding Inc.'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
- What to do if a person with a disability is having difficulty in accessing Anstey Book Binding Inc.'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 Anstey Book Binding Inc. provides goods and services to people with disabilities can ask to speak with Norm Beange or send an email to [info@ansteycanada.com](mailto:info@ansteycanada.com).

All feedback, including complaints, will be directed to Norm Beange who will discuss the feedback with the management team. A member of the senior management team will respond to the person who provided feedback within 5 business days.

### **Notice of availability**

Anstey Book Binding Inc. will notify the public that our policies are available upon request by asking us directly, calling (416) 757-9991 or by sending an email to [info@ansteycanada.com](mailto:info@ansteycanada.com).

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

Any policy of Anstey Book Binding Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.