



Accessibility Customer Service Plan

Purpose is to provide a plan for servicing all customers including people with disabilities.

Assistive Devices we will ensure that our team 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 and 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 into our office. 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.

Notice of Temporary Disruption in the event of a planned or unexpected disruption to services or facilities for customers with disabilities, The Merit Group will notify customers promptly. A notice will be posted on the front door of our office and one or multiple social media platforms including Facebook, Instagram, Google.

Training on providing accessible customer service will be provided to staff as part of their initial orientation and as technology and policies evolve.

Training will include:

- Overview of the Accessibility for Ontarians with Disability Act, 2005
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use and assistive device or require the assistance of a service animal or support person
- How to use the equipment or devices available on-site or otherwise that may help with providing service to people with disability.
- Awareness of the automatic power door and ramp at the north entrance of the building

Feedback customers that wish to provide feedback on our implementation of accessibility service can do so by calling the office 519-657-5500 or email accessibility@meritgroup.ca

Feedback will be reviewed by management, discussed with the customer within two business days and appropriate action will be taken.