

Accessibility Policy – Advantagewon Inc. Website

Our Commitment

In fulfilling our mission, Advantagewon strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other Clients/Customers.

Providing Services to People with Disabilities

Advantagewon is committed to excellence in servicing all Clients/Customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication

We will communicate with people with disabilities in ways that take into account their disabilities. We will train staff who communicate with Clients/Customers on how to interact and communicate with people with various types of disabilities.

Telephone Services

We are committed to providing fully accessible telephone service to our Clients/Customers. We will train staff to communicate with Clients/Customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with Clients/Customers by email, written correspondence, or in person if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by Clients/Customers with disabilities while accessing our services.

Billing

We are committed to providing accessible invoices to all of our Clients/Customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email or another format as required and requested. We will answer any questions Clients/Customers may have about the content in the invoice in person, by telephone, email or by written correspondence.

Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on our premises that are open to the public. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in

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how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Advantagewon's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Notice of Temporary Disruption

Advantagewon will provide Clients/Customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at our main entrance and the reception desk on our premises.

Training for Staff

Advantagewon will provide training to all employees, volunteers and others who deal with the public or other third parties on our behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

All staff will be trained noting our Customer Service Standards and that all employees provide customer service to our Clients/Customers via telephone, email, written correspondence or directly face to face.

The training will be provided within the first three (3) months after staff commence their duties. Training will include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 any devices that may assist us in providing our services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing Advantagewon's services

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- Advantagewon's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback Process

The ultimate goal of Advantagewon is to meet and surpass Client/Customer expectations while servicing Clients/Customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Advantagewon provides services to people with disabilities can be made by telephone, email, written correspondence, or in person or through other methods. All feedback will be directed to the Office/Human Resources Manager. Clients/Customers can expect to hear back in one (1) business day.

Modifications to this or Other Policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Advantagewon that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions About this Policy

This policy exists to achieve service excellence to Clients/Customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to Office/Human Resources Manager of Advantagewon.

Contact Information

Office / Human Resources Manager
Advantagewon Inc.

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