



Davis Agency of Ottawa Limited

Accessible Customer Service Plan

Revised July 1, 2016



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# Intent

The Ontario government has introduced legislation to ensure accessibility to goods and services for people with disabilities.

The legislation is effective January 1, 2012 and has now been revised effective July 1, 2016.

The intent is to find ways around barriers faced by our customers. To ensure that our Team Members know what's expected of them when they communicate with customers with disabilities in order to deliver accessible customer service.

Additionally, we must train / raise awareness with our Team Members on how to accommodate customers with disabilities.

We must document our plan and make the plan available to our customers.

AND, we must have a mechanism to receive feedback on how we are doing, and a mechanism to update our plan as needed.

Here is our plan.....



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# Policy Statement

Davis Agency of Ottawa Limited is committed to excellence in **servicing all customers including people with disabilities.**

We will ensure that our staff are aware of and accommodate various **assistive devices** that may be used by customers with disabilities while accessing our goods.

We will **communicate** with people with disabilities in ways that take into account their disability.

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.

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.** There may be times during the day when low staffing levels and a higher number of customers in the store will prevent us from devoting extended periods of time to any one customer. These periods can not be planned for. Sales Associates may have to leave in order to process customers through the cash check out. We will endeavour to minimize these occurrences and return to your assistance as soon as possible.



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# Training

The **following positions** serve the public and therefore need to be aware of this policy and our legal requirement to comply;

- All members of Davis Agency whether serving the public or not.

Training will be provided to all **existing Team Members** by means of this presentation and discussion with the Store Manager.

Training will be provided to new Team Members as part of the normal orientation of the new hire into the store environment and by ongoing reinforcement by the Store Manager.

This Service Plan will be included in the hiring kit.



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# Services to be provided

The basic requirement on us, given the nature of our business, is to be welcoming of people with disabilities and to give them special attention to help them navigate through our stores and find and choose products we sell.

Following is a chart showing our normal customer service activities and what we should do for people with disabilities.



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# Services to be provided

Normal Customer Service	Accessible Customer Service (If the customer has a support person you may revert to normal customer service routines and allow the support person to provide the additional assistance.)
1) A friendly welcome to all customers.	1) A friendly welcome to all customers. If you are in a street front or power centre store with doors please assist the customer to get through the doors. Some of these doors have wheelchair openers and some don't. If your store does not, please do what you can to go outside and help the customer through the door. If they have service animals make sure the animal can get through as well.
2) Investigate their needs.	2) Investigate their needs. You will have to be sensitive to any communication challenges. Listen carefully and repeat their request back to them to confirm your understanding.
3) Recommend specific products to match their need	3) Recommend specific products to match their need. Try to take the customer to the product. If the person cannot reach it you may have to hand it to them. If they cannot see or read it you may need to describe the product to them or read the caption to them. When they are satisfied with the purchase carry it to the cash for them.
4) Suggest complementary products to the products the customer has chosen & remind customers of other occasions they may need a card or gift for.	4) Suggest complementary products to the products the customer has chosen & remind customers of other occasions they may need a card or gift for. If the customer is interested then ..... Try to take the customer to the product. If the person cannot reach it you may have to hand it to them. If they cannot see or read it you may need to describe the product to them or read the caption to them. When they are satisfied with the purchase carry it to the cash for them.
5) Thank the customer and invite them back. Give them a customer survey if there are still some available.	5) Thank the customer and invite them back. Give them a customer survey if there are still some available. If you are at a street level or power centre store please determine whether it is appropriate to help the customer out of the store and through the doors as you helped them in. Perhaps offer to carry their purchase out for them.



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## Feedback process

Customers who wish to provide feedback on the way Davis Agency of Ottawa Limited provides goods and services to people with disabilities can;

- Email us at [info@davisagency.ca](mailto:info@davisagency.ca)
- Verbally to the Store Manager or Sales Associate who must then take notes, including customer name and contact info and send on to President..

All feedback will be directed to the President.

Customers can expect to hear back from us within 7 business days.

Complaints will be addressed according to our organization's regular complaint management procedures.