



## Accessible Customer Service Policy

Forjay Machine Shop is committed to providing excellence in serving all customers including people with disabilities in a manner that respects everyone's dignity and independence.

### **Providing good and services to persons with disabilities**

**Communication** - Forjay Machine Shop will communicate to people with disabilities in ways that take into account their disability. Forjay Machine Shop will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

**Assistive Devices** - Forjay Machine Shop welcomes customers with disabilities who use assistive devices.

**Support Persons** - A person with a disability who is accompanied by a support person will be allowed to have that person accompany them into all publicly accessible areas.

**Use of Service Animals** - Persons with disabilities are permitted to be accompanied by their service animal, keeping the service animal with them. It is the responsibility of the service animal owner to ensure that the service animal is under control.

**Disruption of Services** - In the event of a planned or unexpected disruption to services or facilities which may impact customers with disability, we will make every effort to inform customers as soon as is possible.

**Training for Staff** - Forjay Machine Shop will train all employees who deal with the public or other third parties on their behalf. Training records will be kept in the Human Resources Office.

**Feedback process** - The ultimate goal of Forjay Machine Shop is to meet and surpass customer service expectations including service to customers with disabilities. Comments on our services regarding how well we are meeting expectations are welcome and appreciated.

Feedback regarding services to persons with disabilities may be submitted via telephone, letter or email to: -

Human Resources Manager  
4975 8<sup>th</sup> Concession Road, RR #3  
Maidstone, Ontario, N0R 1K0  
519-737-6169, Toll-free: 1-800-266-8277  
[employment@quickdrawtarps.com](mailto:employment@quickdrawtarps.com)

*Forjay Machine Shop will acknowledge and respond within seven business days.*