

WILLSËNS ARCHITECTURAL MILLWORK LTD.

130 Industrial Parkway North

Aurora, ON L4G 4C3

Tel: (905) 727-5648

www.willsens.com

**Accessible Customer Service Plan - Providing Goods and Services to People with Disabilities**

Willsëns Architectural Millwork Ltd. is committed to excellence in serving all customers including people with disabilities.

**Providing goods, services or facilities to people with disabilities –** We are committed to meeting current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. Weunderstand that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law. We are committed to complying with both the *Ontario Human Rights Code* and the *AODA*. We are committed to excellence in serving all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

**Assistive devices -** We will ensure that our staff is familiar with various assistive devices 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 consider 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 people.

**Notice of temporary disruption** - In the event of a planned or unexpected disruption to services or facilities for customers with disabilities we 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.

**Training -** We will provide training to all current employees annually, and as needed with new hires. Employees will also be trained when changes are made to the Accessible Customer Service Plan. Training will include:

* An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
  + Annual review of our 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 our services

**Feedback process -** Customers who wish to provide feedback on the way Willsëns Architectural Millwork Ltd. provides goods and services to people with disabilities can be sent by email to [info@willsens.com](mailto:info@willsens.com), or by telephone 905-727-5648. All feedback, including complaints, will be read, discussed, and addressed. Customers can expect to hear back in 10 days.

**Notice of availability -** Willsëns Architectural Millwork Ltd. will notify the public that our policies are available upon request.

**Modifications to this or other policies -** Any policy of Willsëns Architectural Millwork Ltd. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Nicholas Wilson - [NWilson@willsens.com](mailto:NWilson@willsens.com)

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