



**Policy Name: Accessible Customer Service Plan**

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**Human Resources Policy**

**Revision No: 0**

**Number: HRP - 013**

**Rev. Date: January 4, 2012**

Approved electronically by the Process Owner: Human Resources

Boehmer Box is committed to excellence in serving all customers including people with disabilities. The following document outlines policies and procedures in place to make Boehmer Box the most accessible environment possible to those with disabilities. It is our commitment to respect the dignity and independence of those with disabilities and give them access to the same services as any other customers in the same or a similar way.

### **Providing Goods and Services to those with Disabilities**

#### **Communication**

We will communicate with people with disabilities in ways that take into account their disability. Certain staff members will be trained on communicating with people of various types of disabilities. For those with a vision impairment, copies of large-font versions of company policies and procedures will be available or a member of staff will be available to read the policy to the visitor.

We will accommodate customers based on the form of communication that they most prefer. For instance, if a customer has a hearing disability, we can communicate via email, or whatever form of communication best suits the customer and that Boehmer Box has access to.

Boehmer Box has a website where those planning to visit the facility can access this policy. The website follows the *Clear Print Accessibility Guidelines* of CNIB and is thus accessible to those with vision impairments.

#### **Assistive Devices**

We will ensure that staff is familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Certain areas of our facility may not be accessible to people using various assistive devices. If there is a case where a customer cannot get to a certain area, alternate arrangements will be made. This will include arranging times in meeting rooms that are accessible to the customer and bringing information, products and employees to the customer in the accessible area.



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### **Billing**

We are committed to providing accessible invoices to all of our customers. For this reason, invoices can be provided in large print format if required.

We will answer any questions that customers may have about the content of the invoice by telephone or email.

### **Use of Service Animals and Support Persons**

We are committed to providing excellent customer service to any customers who are accompanied by a service animal. Since our facility is a "Food Safe" facility, a service animal would be restricted to the front office area and would not be able to go onto the production floor. However, any samples, information on processes, or employees that the customer requires can be brought into the front office area.

We are also 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 company premises with their support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on the premises.

### **Notice of Temporary Disruption**

We will provide 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 services, if available.

This notice will be placed at all public entrances on our premises.



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### **Training for Staff**

We will provide training to all employees that deal with customers and all those involved in the development and approvals of customer service policies, practices and procedures. Training will include the following:

- The purposes 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
- What to do if a person with a disability is having difficulty in accessing any of Boehmer Box's goods and services
- The *Accessible Customer Service Plan* as well as any changes that are made to this plan

### **Feedback Process**

The ultimate goal of Boehmer Box is to meet and surpass customer expectations while serving customers with disabilities. Comments on the services provided and how well the expectations of customers with disabilities are being met are welcome and appreciated.

Customers may relay their feedback in the method that they find most effective, whether that be verbally, through email, or feedback cards that will be available at the reception desk. Customers are asked to leave their contact information with the feedback and should expect to hear back from the company in approximately 2 weeks if they request a response. Modifications may be made to this policy and/or other company policies and procedures based on this feedback.

### **Modifications to this or other Policies**

We are committed to developing customer service policies that respect and promote 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 Boehmer Box that is found to not respect and promote the dignity and independence of people with disabilities will be modified or removed.

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### **When Visiting the Facility**

When visiting Boehmer Box, if you require any accommodations please arrange these with your Boehmer Box contact, call ahead or email the Human Resources contact listed on the website.

### **Questions about this Policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of the policy is not understood, an explanation should be provided by, or referred to, the Human Resources department of Boehmer Box.

### **Revision History:**

<b>Rev. No.</b>	<b>Date</b>	<b>Change Description</b>