

**Hy-Mark**  
5068 Whitelaw Road, Unit 3  
RR 6, Guelph ON N1H 6J3

**PHONE** 519 822 6656  
**TOLL-FREE** 800 727 0750  
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## **Accessible Customer Service Plan Providing Goods and Services to People with Disabilities**

Hy-Mark is committed to excellence in serving all customers including people with disabilities.

### **Hy-Mark Core Values**

1. We aspire and pledge to be the best.
2. We are respectful and kind.
3. We have fun.
4. We are professional in all that we do.
5. We have integrity and keep our commitments.
6. We listen to learn and communicate effectively.
7. We are world class innovators.
8. We celebrate the successes of one another.
9. We take pride in our workmanship.
10. We take personal ownership and responsibility.

### **Assistive Devices**

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

### **Communication**

We will communicate with people with disabilities in ways that take into account 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 that are open to the public.

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers or clients with disabilities at our showroom and office facilities, Hy-Mark will notify customers or clients 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. The notice will be placed on our website and/or any affected Hy-Mark locations and offices.



### **Training for Staff**

Hy-Mark will provide training to employees and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained: Sales, customer service, receptionists, technicians, human resources, supervisory and managers. This training will be provided to staff within 3 months of employment.

#### Training Will Include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Hy-Mark accessible customer service plan.
- 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 Hy-Mark goods and services.

Staff will be notified and trained when changes are made to Hy-Mark's accessible customer service plan.

### **Feedback process**

Customers or clients who wish to provide feedback on the way Hy-Mark provides goods and services to people with disabilities can contact us by another method convenient to you.

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### **Notice of availability**

Hy-Mark will notify the public that our policies are available upon request by providing the information on our website.

### **Modifications to this or other policies**

Any policy of Hy-Mark that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.