

## **Accessible Customer Service Policy**

Drive Products is committed to diversity, inclusion and accessibility in everything we do. These core values are fundamental to the way we do business and come through in the experiences we design for people. With this in mind, we are continuously taking steps to improve the overall accessibility of the Drive Products experience.

In compliance with the Accessibility for Ontarians with Disabilities Act (AODA), Drive Products wishes to make available our customer service policy:

### **OUR COMMITMENT**

Drive Products will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer's disability.

### **ASSISTIVE DEVICES**

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Drive Products.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

### **GUIDE DOGS, SERVICE ANIMALS AND SERVICE DOGS**

Persons with disabilities may enter any Drive Products premises accompanied by a service animal, if the public has access to such premises, and the animal is not otherwise excluded by law.

While visiting Drive Products, the customer that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Drive Products will make all reasonable efforts to meet the needs of all individuals.

### **SUPPORT PERSONS**

If a customer with a disability is accompanied by a support person, Drive Products will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

There may be times when seating and availability prevent the customer and support person from sitting beside each other. In these situations Drive Products will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

## **NOTICE OF DISRUPTIONS IN SERVICE**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Drive Products. In the event of any temporary disruptions to facilities or services that customer's with disabilities rely on to access or use Drive Products' goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Details of any notifications, if available, will include: goods or services that are disrupted or unavailable; reason for the disruption; anticipated duration, and; a description of alternative services or options.

When disruptions occur Drive Products will provide notice, where applicable, by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Drive Products website;
- contacting customers where possible;
- by any other method that may be reasonable under the circumstances.

## **FEEDBACK PROCESS**

Drive Products welcomes feedback, including feedback about the delivery of our services to persons with disabilities. Drive Products will investigate and respond to all complaints relating to such services in a timely, thorough and objective manner. ***All customers can submit feedback or questions to our Corporate Office at (800) 668-6012 or through our website at <http://www.driveproducts.com/contact-us-by-email>.***

## **TRAINING**

Drive Products will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service. In addition, training will be provided on a continuous basis to all newly hired employees of Drive Products.

A record of the training will be kept by the Human Resources department, which will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/08);
- How to interact and communicate with persons with various types of disabilities;
- Information about Drive Products' policies and procedures pertaining to the provision of services to persons with disabilities;

- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or support person;

#### **MODIFICATIONS TO THIS OR OTHER POLICIES**

Drive Products retains the right to amend or change this policy at any time; however, any such change will only be made after considering the impact on people with disabilities.

For more information, visit <http://www.aoda.ca/>