

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

REM Web Solutions is committed to excellence in serving all customers including people with disabilities.

## 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.

## Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, REM Web Solutions 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.

The notice will be placed in our office and online.

## Training

REM Web Solutions will provide training to employees who deal with the public. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

## Customer Service/Support representatives, and Managers

This training will be provided to staff as the need arises.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- REM Web Solutions' 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 REM Web Solutions' goods and services

Staff will also be trained when changes are made to your accessible customer service plan.

## Feedback process

Customers who wish to provide feedback on the way REM Web Solutions provides goods and services to people with disabilities can email us at [support@remwebsolutions.com](mailto:support@remwebsolutions.com) or call us at 519-884-4111.

All feedback, including complaints, will be directed to the company Human Resource representative to address.

Customers can expect to hear back in 5 business days.

## Notice of availability

REM Web Solutions will notify the public that our policies are available upon request by posting them on our website.

## Modifications to this or other policies

Any policy of REM Web Solutions that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.