

# **Customer Service Accessibility Standards Policy**

## **1. Purpose**

### Statement of Commitment

In keeping with the mission of Merrithew™ to motivate people of all ages and life stages to lead healthier lives, Merrithew is committed to providing accessible, quality services and goods to persons with disabilities in a manner that promotes dignity, independence, integration and equal opportunity.

Merrithew shall, at all times, make available its services and goods to persons with disabilities in accordance with the Accessibility Standards for Customer Service prescribed under the *Accessibility for Ontarians with Disabilities Act, 2005*, as amended.

## **2. Policy**

To this end, Merrithew has adopted a written policy entitled Customer Service Accessibility Standards Policy (hereinafter referred to as “Policy”).

All employees providing services or goods for or on behalf of Merrithew shall do so in accordance with the terms and conditions of the Policy.

Management and supervisory staff shall be responsible for ensuring that all services within their department(s), division(s), or service area(s) are provided in accordance with the Policy.

The Human Resources Department shall maintain a copy of the Policy and shall cause to have the Policy reviewed and revised from time to time to keep it current with the prescribed Accessibility Standards for Customer Service.

## **3. Public Awareness**

Merrithew shall post a copy of the document, *Customer Service Accessibility Standards Policy* as amended from time to time, on their website and upon request, make available to members of the public either in person, verbally or in writing, online, by telephone, TTY or any other means necessary within reason.

## **4. Assistive Devices**

People with disabilities may use assistive devices as required to access goods and/or services provided by Merrithew unless otherwise prohibited by law. An assistive device

is a technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people who have a disability.

## **5. Service Animals and Support Persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal premises that are open to the public. Should a service animal be excluded from the premises then Merrithew shall ensure that other measures are available to enable the person with the disability to obtain, use or benefit from the goods and/or services.

We are 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 Merrithew's premises that are open to the public with his or her support person.

At no time will a person with a disability who is accompanied by a support person or a service animal be prevented from having access to his/her support person or service animal while on our premises.

We will also ensure that all employees, instructors and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal and a support person.

## **6. Training for Staff**

To create awareness and to ensure compliance with the Accessibility Standards for Customer Service, Merrithew shall ensure that all employees receive training as soon as practicable on the Policy and the Accessibility Standards for Customer Service and on an ongoing basis as changes occur to the Policy and/or to the ASCS.

Merrithew will provide training to all employees, students, instructors and others who deal with the public or other third parties on their behalf, and all those who are 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.

- How to use the equipment or devices that Merrithew has available on the premises or otherwise that may help with the provision of goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Merrithew's goods and services.
- Merrithew's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

## **7. Communications and Availability of Documents**

All documents required under the Accessibility Standards for Customer Service, including this Policy, training records, notices and feedback, shall be made available to members of the public upon request.

When providing any documentation to a person with disability, Merrithew shall do so in a timely manner and in a format that takes into account the person's disability.

If requested, an alternate format shall be provided in a manner which is agreed upon between the requester and Merrithew, and which takes into account the person's disability (e.g. large print format, audio recordings, and electronic copies). All requests for alternative formats shall be immediately communicated in writing to Human Resources. Management of the department and/or division shall be responsible for providing alternative formats, when requested within reason, to a person with a disability.

## **8. Feedback process**

The ultimate goal of Merrithew is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Merrithew is committed to continuous improvement. To this end, anyone who wishes to provide any feedback about how to provide goods or services to a person with a disability and/or improve the Policy may do so by contacting Human Resources at the address noted below or by completing the Accessibility Feedback Form at [www.merrithew.com](http://www.merrithew.com).

All feedback shall be acknowledged by Human Resources, in writing within ten (10) business days. Any action taken as a result of a feedback will be communicated to the person as soon as possible.

## 9. Notice of Temporary Disruption

Merrithew will give notice of temporary disruptions to services or facilities used by persons with disabilities including the reasons for the disruption. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice shall be posted appropriately at the facility and on Merrithew website when appropriate. When the disruption is planned, advanced notice will be provided.

## 10. Questions, Complaints or Concerns

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, Merrithew may be contacted in person, in writing, by email, by telephone or online at [Merrithew.com](http://Merrithew.com).

Merrithew  
2200 Yonge Street, Suite 500  
Toronto, Ontario M4S 2C6  
416.482.4050 (phone)  
416.482.2742 (fax)  
[hr@merrithew.com](mailto:hr@merrithew.com)

Merrithew will acknowledge all questions, complaints or concerns and will provide a written response, together with its findings, within ten (10) business days of receiving your correspondence.