

ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE

1.0 PURPOSE:

- 1.1 EZ STAK shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:
- a) The goods or services will be provided in a manner that respects the dignity and independence of persons with disabilities.
 - b) The provision of goods or services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
 - c) Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
 - d) Persons with disabilities may use assistive devices, service animals and/or support persons in the access of goods and services.
 - e) EZ STAK employees when communicating with a person with a disability shall do so in a manner that takes into account the person's disability.
- 1.2 This policy shall not apply during any period where EZ STAK has declared a "State of Emergency" as defined under the *Emergency Management Act*.

2.0 SCOPE:

- 2.1 This policy shall apply to every person who deals with members of the public or other third parties on behalf of EZ STAK, whether the person does so as an employee, agent, volunteer, or otherwise. This policy shall include the provision of goods and services that occur off the premises of EZ STAK.

3.0 DEFINITIONS:

- 3.1 **"Assistive Devise"** means any devise used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.
- 3.2 **"Barrier"** means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an

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architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

3.3 “Disability” means;

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding symbols or spoken language,
- d) a mental disorder, or
- e) any injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

3.4 “**Service Animal**” means any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

3.5 “**Support Person**” means any person whether a paid professional, volunteer, family member or friend that accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.

4.0 RESPONSIBILITIES:

4.1 EZ STAK will provide training to all employees, students, and others who deal with the public or other third parties on their behalf, as well as to those who are involved in the development and approvals of customer service policies, practices and procedures.

4.2 This training will be provided during orientation for new employees and on an ongoing basis when changes are made to these policies, practices and procedures. Training will include the following:

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- a) The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
 - b) How to interact and communicate with people with various types of disabilities.
 - c) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
 - d) What to do if a person with a disability is having difficulty in accessing EZ STAK's goods and services.
 - e) EZ STAK's policies, practices and procedures relating to the customer service standard.
- 4.3 Records of the training provided, including the type of training, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance the requirements of the Standard.
- 4.4 This policy and related practices and protocols, shall be made available to any member of the public upon request. Notification of same shall be posted on EZ STAK's website and at a conspicuous place at each premise to which this policy applies.
- 4.5 EZ STAK shall notify customers that the documents related to the Accessibility Standards are available upon request and in a format that takes into account the customer's disability.

5.0 **PROCEDURE:**

- 5.1 EZ STAK is committed to excellence in serving all customers including people with disabilities and will carry out functions and responsibilities in the following areas:
- a) **Communications**
When communicating with a person with a disability, individuals working on behalf EZ STAK do so in a manner that takes into account the person's disability and makes reasonable efforts to have the person with a disability understand both the content and intent of its communications.
 - b) **Use of Assistive Devices**
Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by EZ STAK. 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.

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- c) **Telephone services** - We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by another method if telephone communication is not suitable to their communication needs or is not available.
- d) **Billing** – EZ STAK is committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, or e-mail. Staff will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.
- e) **Use of Service Animals** – EZ STAK is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.
- f) **Use of Support Persons** – EZ STAK is committed to welcoming people with disabilities who are accompanied by a support person. On occasion, persons with disabilities require the assistance of a support person to protect their health and safety or the health and safety of others. Any person with a disability who is permitted access to EZ STAK’s premises, and who is accompanied by a support person will be allowed to enter the premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on EZ STAK’s premises.
- g) **Notice of temporary disruption** - In the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities, EZ STAK will provide customers with notice. This notice will be posted in a high traffic area and will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.



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h) **Feedback Process**

Receiving Feedback – EZ STAK welcomes and appreciates feedback regarding this policy and its implementation. Feedback can be provided in the following ways:

- By telephone at 1-630-994-3300
- In writing to 550 Albion Avenue, Schaumburg, IL 60193

Responding to Feedback – Where possible, we will respond in writing to complaints within two (2) weeks of the date that the complaint was received.

In certain circumstances we may be required to take more action to effectively address the complaint in this instance we will respond to the complaint as soon as practicable thereafter.

Further information regarding EZ STAK's process for receiving and responding to feedback can be found on EZ STAK's website at www.EZSTAK.com.

i) **Questions** – If you have any questions or concerns about this policy or its related procedures please contact:

- **Andrew Kole**
- **1-630-994-3300 ext. 221**
- **550 Albion Avenue**
- **Schaumburg, IL 60193**

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