

# **Flynn Group of Companies**

## **Accessible Customer Service Plan**

### **Providing Goods and Services to People with Disabilities**

The Flynn Group of Companies is committed to excellence in serving all customers, including people with disabilities.

#### **Assistive devices**

We will ensure that our staff is trained and familiar with any assistive devices we might have in our offices or that we provide that may be used by customers 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.

#### **Notice of temporary disruption**

Although our offices are not open to the general public, we will ensure clients who are invited to our premises are made aware in advance of any planned or unexpected disruption to services or facilities for customers with disabilities.

#### **Training**

The Flynn Group of Companies will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained:

Customer Service Representatives, Sales Staff, Service Technicians.

This training will be provided to relevant staff upon hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Flynn Group of Companies 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 the Flynn Group of Companies goods and services

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

### **Feedback process**

Customers who wish to provide feedback on the way the Flynn Group of Companies provides goods and services to people with disabilities can do so verbally or via email.

They may call 905-671-3971 and ask for the “Human Resources” department or email [humanresources@flynn.ca](mailto:humanresources@flynn.ca)

All feedback, including complaints, will be sent to Human Resources for review and to determine what/if any action might be required.

Customers can expect to hear back within one week.

### **Feedback process**

The Flynn Group of Companies will provide training about the provision of accessible goods and services to employees and those who interact with customers on our behalf. Customers who wish to provide feedback on the way the Flynn Group of Companies provides goods and services to people with disabilities can do so verbally or via email. Training will occur on an ongoing basis and whenever changes are made to relevant policies, practices and procedures. Training will be provided to each person as soon as practicable after he or she is assigned applicable duties.

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

Any policy of the Flynn Group of Companies that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.