

# Accessible Customer Service

## Policy Statement

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McLean Taylor Construction Limited is committed to treating all people in a way that allows them to maintain their dignity and independence. McLean Taylor Construction Limited is committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

## Background and Purpose:

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*The Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* is a provincial Act for the purpose of developing, implementing and enforcing standards that enhance the ability of persons with disabilities to access all available opportunities.

*Accessibility Standards for Customer Service* is the first standard to be passed as a regulation and become law in Ontario. Under this standard, designated organizations must develop policies, procedures and practices pertaining to customer service to persons with disabilities.

## What is Accessible Customer Service?

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Persons with disabilities may require assistance or accommodation in the way that goods and services are provided to them. The type of accommodation provided may vary depending on the customer's unique needs.

# General Principles

## The Provision of Goods and Services to Persons with Disabilities

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McLean Taylor Construction Limited will use reasonable efforts to ensure that the company's services are provided in a way that:

- Respects the dignity and independence of persons with disabilities;
- Provides goods and services to persons with disabilities in an integrated manner with those who do not have disabilities, unless an alternative accommodation is necessary;
- Provides persons with disabilities with an opportunity equal to that given to others.

When communicating with a person with a disability, McLean Taylor will do so in a manner that takes into account the person's disability.

## Service Animals

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Persons with disabilities may use service animals to assist them in accessing McLean Taylor's services. Persons with disabilities will be permitted to enter premises owned and/or operated by McLean Taylor with their service animal if the public has access to these areas. They will be permitted to keep the service animal with them, unless the animal is excluded by another law. If it is not obvious that the animal is a service animal, the customer may be requested

to provide a letter from a physician or nurse confirming that they require the animal for reasons relating to their disability, or for a valid identification card/training certificate from a recognized service animal training school.

It is the responsibility of the customer to ensure that their service animal is kept under control at all times.

## Support Person

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Persons with disabilities may be accompanied by a support person while on McLean Taylor premises.

## Assistive Devices

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Persons with disabilities may use assistive devices to access McLean Taylor's goods and services. These can include, but are not limited to: walkers, canes, or speech amplification devices. Employees of the company will not touch assistive devices without permission or move them out of the reach of the client. Additionally, the company will inform clients of accessible features at McLean Taylor and/or the immediate environment, if it is felt that they would be useful to them.



# Summary of Accessible Customer Service Requirements

**Personal Assistive Devices:** Allow people with disabilities to use assistive devices to access goods and services.

**Service Animals:** Allow people with disabilities to bring their service animals onto the public parts of the premises, unless the animal is excluded by another law.

**Support Persons:** Allow people with disabilities to bring their support persons with them when accessing goods and services and while in those areas of the premises that are open to the public or other third parties.

**Service Disruption Notice:** Inform the public when facilities or services regularly used by people with disabilities are temporarily unavailable.

**Communicate:** Communicate with a person with a disability in a manner that takes into account his or her disability.

**Feedback:** Receive and respond to feedback on services to people with disabilities.

## Notice of Temporary Disruptions in Services and Facilities

Temporary disruptions in McLean Taylor services and facilities may occur. These disruptions may be unplanned, or involve planned maintenance and repairs, or occur for other reasons.

If an unplanned temporary disruption occurs, notice will be provided as soon as reasonably possible. When the temporary disruption is planned, notice will be posted. McLean Taylor will provide notice in visible places and on the website, or in other ways considered reasonable under the circumstances. Notices will provide information about the reason for disruption, its expected duration, and other methods of accessing the services or facilities if they are available.

## Training

McLean Taylor Construction Limited provides training to all staff who deal with the public or third parties on behalf of the company. Training is provided to new members of the Company during their orientation period. Training includes:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2015 and the requirements of the customer service standard;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons 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 company's services;

Training records will be made and maintained in accordance with the requirements of the Accessibility Standards for Customer Service (O. Reg. 429/07).

## Availability, Document Formats

*McLean Taylor Construction Limited's Accessible Customer Service Policy, Procedures and Practices* will be available to any person upon request. When providing these documents or the information contained in them to a person with a disability, they will be given in a format that takes the person's disability into account.

## Your Feedback is Important to Us

Feedback from the public is welcomed as it may identify areas that require change and encourage service improvements.

Feedback may be given by telephone, in person, in writing, or in electronic format.

If feedback is received regarding the accessibility of McLean Taylor services it will be reviewed by the relevant division or department for the purpose of resolving any issues and improving the company's understanding of the needs of people with disabilities.

For more information on this Accessibility Standard, or for a copy of this Standard in an accessible format, please contact:

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## Accessible Customer Service Standard



*McLean Taylor Construction Limited respects the dignity and independence of persons with disabilities, and supports the goal of a barrier free Ontario.*