



**JOSEPH HAULAGE  
CANADA CORP.**

## **Accessibility Policy**

# ***ACCESSIBLE CUSTOMER SERVICE PLAN***

The purpose of this policy statement is to communicate our Company's commitment to providing safe and efficient transportation services in a manner that respects the dignity and independence of persons with disabilities and promotes the principles of integration and equal opportunity.

Our Company will review and modify any of its policies, procedures, practices or programs that are not consistent with this commitment. We are committed to excellence in serving all customers including people with disabilities.

## ***Policy***

### ***Communication***

Employees will communicate with people with disabilities taking into account their disability. Each disability will be accommodated in the most appropriate and best manner possible.

### ***Assistive Devices***

Our Company is committed to providing service to people with disabilities who use assistive devices. We will ensure that our employees/workers are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

For more information about the Company's provision of services to people with disabilities, including the use of personal assistive devices and other assistive measures, contact our office at 1-866-676-7674 .

### ***Service Animals***

People with disabilities accompanied by service animals are permitted access to those parts of our premises that are open to the public during hours of operation.

### ***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. We will notify customers of this through a notice posted in our offices.

## ***Notice of Temporary Service Disruption***

In the event of a planned or unexpected disruption to services for customers with disabilities we will notify customers promptly. The posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative services, if any are available.

The notice will be placed at (list all locations where this notice will be made available). If required, e-mails can be sent if e-mail addresses are provided.

## ***Training***

All employees/workers of the Company who provide direct or indirect (third parties) service to customers, or who are involved in developing customer service policies, procedures, practices or programs will receive customer service training.

Individuals in the following positions will be trained:

- All drivers;
- All customer services representatives;
- All helpers;
- All managers.

All customer service training includes as a minimum:

- An overview of the purpose of the Accessibility for Ontarians with Disabilities Act (AODA), the requirements of Ontario Regulation 429/07 (Customer Service Standard), and Company policies, procedures and practices relating to the provision of services to people with disabilities;
- Instruction on how to interact and communicate with people with various types of disabilities;
- Instruction on interacting with people with disabilities who use assistive devices or require the assistance of a service animal or support person;
- Instruction on the use of accessibility equipment or devices such as a wheelchair lift, securement systems, etc.;
- Instruction on what to do if a person with a disability is having difficulty accessing services.

All new front-line employees/workers involved in the provision of customer service receive customer service training prior to assuming the duties and responsibilities of their job functions and at least once every three years thereafter. Others involved in the provision of customer service on the Company's behalf and/or involved in developing our customer service policies, procedures, practices or programs, also receive customer service training prior to carrying out their customer service role(s) for our Company. Moreover, changes to customer service-related policies, procedures, practices or programs are communicated on a regular basis to all employees/workers.

## ***Feedback Process***

Our Company welcomes and encourages feedback from customers. All feedback is taken seriously and each customer communication is directed to the responsible department for review and necessary action.

Feedback can be provided by:

- a) Calling our office during office hours and speaking to the appropriate person;
- b) Contacting us by e-mail at [www.josephhaulage.com](http://www.josephhaulage.com) ;
- c) Dropping a suggestion in our suggestion box.

Customers can expect to hear back within seven (7) days).

Complaints will be addressed according to our organization's regular complaint procedures.

## ***Modifications to This or Other Policies***

Any policy of (enter your organization) that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## ***Availability of Our Plan***

This documentation will be made available upon request to customers with disabilities in a format that takes into account their disability. The length of time it will take to provide information in alternative formats will depend on the format requested. Every effort will be made, however, to process requests in a timely fashion.