



Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

IBW Surveyors is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff members are trained and familiar with various assistive devices we have on site 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 at no charge.

We will notify clients of this through a notice posted on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, IBW Surveyors will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed on the entrance door of our Head Office, located at 71 Mearns Court, Unit 16, Bowmanville.

Training

IBW Surveyors will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will be provided to staff within the first three months of hire and will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- IBW Surveyors' 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.



- How to use the elevator and any other assistive devices available on-site.
- What to do if a person with a disability is having difficulty accessing IBW Surveyors' goods and services.

** Staff will also be trained when/if changes are made to the plan.

Feedback process

Customers or other members of the public who wish to provide feedback on the way we provide goods and services to people with disabilities are welcome to contact IBW Surveyors and can expect to receive a response within five (5) business days.

All feedback, including concerns or complaints, may be directed to our Head Office, located at:

**71 Mearns Court, Unit 16
Bowmanville, ON L1C 4N4
1-800-667-0696
info@IBWSurveyors.com**

Modifications to this or other policies

Any policy of IBW Surveyors that does not respect and promote the dignity and independence of people with disabilities will be modified or removed to ensure our commitment to these principles and our customers.

This document is available in an alternate format on request.