

# **ACCESSIBLE CUSTOMER SERVICE PLAN**

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## **1.0 Commitment**

- .i At Zelus Material Handling we are committed to providing excellent customer service to everyone, including people with disabilities. This commitment means that we do our best to provide our goods and services to people with disabilities in a manner that respects their dignity and independence, while at the same time gives them the same opportunity to access our goods and services, and allows them to benefit from the same services, in the same place and in a similar way, as all other customers.

## **2.0 Definitions**

### **2.1 Disability**

- .i 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 impediment, 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,

- .i A condition of mental impairment or a developmental disability,
- .ii A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- .iii A mental disorder, or
- .iv An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

- .v The foregoing definition includes disabilities of differing severity, whether visible or non-visible and whether temporary or permanent in nature.

### ***3.0 Policies, Practices and Procedures***

- .i As part of our commitment, we have established various policies, practices and procedures for how our goods and services are provided to people with disabilities. These include the following areas:

#### ***3.1 Assistive Devices***

- .i We are committed at Zelus Material Handling to serving people with disabilities who use, or who may benefit from the use of, assistive devices – whether to access our goods or services, or for other reasons because of their disability. Our staff have been trained and are familiar with various types of assistive devices that may be used by customers with disabilities while accessing our goods and services.

- .ii Our staff have also be trained on how to use the following assistive devices available at Zelus Material Handling for customers: Bell telephone relay service.

### **3.2 Communication**

- .i We recognize that people with disabilities may communicate differently because of their disability. We are committed at Zelus Material Handling to communicating with customers with disabilities in ways that take the nature of their disability into account.

### **3.3 Service Animals**

- .i We welcome people with disabilities who use service animals. Service animals are allowed on any part of Zelus Material Handling's premises that are open to the public or other third parties (except where otherwise prohibited by law).
- .ii Most of the time, our staff will be able to easily identify whether an animal is being used as a service animal or not. In the rare situation when it is not

readily apparent, our staff may ask for a letter from a physician or nurse confirming that the service animal is required for reasons relating to disability.

### ***3.4 Support Persons***

- .i We welcome people with disabilities who are accompanied by support persons. Zelus Material Handling recognizes that some people with disabilities may have support people – e.g. paid professionals, volunteers, family members or friends – to help them with communication, mobility, personal care or medical needs, or with accessing to our goods and services.
- .ii Support persons are allowed on any part of Zelus Material Handling’s premises that are open to the public or other third parties. At no time will a person with a disability be prevented from having access to his/her support person while on such premises.

### ***3.5 Temporary Disruptions***

- .i We recognize that people with disabilities often rely on certain facilities or services being available at Zelus Material Handling (e.g. accessible washroom; ramps; disabled parking; etc.). As part of our commitment to providing accessible customer service, we promptly notify customers whenever there is a temporary disruption – whether it is planned or unplanned – in such facilities or services. This notice includes the reason for the disruption, its anticipated duration, and any alternative facilities or services available.
- .ii More details about Zelus Material Handling’s notice of temporary disruption process are posted on our accessibility webpage at [www.steelway.com/accessibility](http://www.steelway.com/accessibility).

### ***3.6 Staff Training***

- .i We are also committed to providing training to all employees, volunteers

and others who deal with the public or other third parties on behalf of Zelus Material Handling. This same training is also provided to others at Zelus Material Handling who are involved in establishing the policies, practices and procedures for how our goods and services are provided to people with disabilities. This training includes:

- .i An overview of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of its Customer Service Standard;
- .ii How to interact and communicate with people with various types of disabilities;
- .iii How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person;
- .iv How to use any equipment or devices available at Zelus Material Handling or otherwise that may help provide our

goods and services to people with disabilities; and

- .v What to do if a person with a disability is having difficulty accessing our goods and services.
- .ii We strive to have this accessible customer service training provided to all staff as soon as is practicable after being hired or transferred into an applicable position. After that, we provide updated training on an ongoing basis whenever changes are made to how our goods and services are provided to people with disabilities.
- .iii Training records will be kept in employee HR files. Training records for non-employees will be kept by the Compliance Manager.

### ***3.7 Feedback Process***

- .i When it comes to providing accessible customer service, we will always try our best and will certainly learn from any mistakes. This is why we encourage

and appreciate hearing about how we are doing – both good and bad.

.ii Feedback may be provided in person, by telephone, in writing, or by delivering an electronic text by email or online, on disk or otherwise.

.iii Feedback may be provided:

.i By Mail to:

Maria Zajac, Human Resources  
730 South Service Road, Unit F5  
Stoney Creek, ON, Canada L8E 5S7

Telephone: 905.643.4928

Fax: 905.643.5045

Email: [mzajac@zelus.ca](mailto:mzajac@zelus.ca)

.ii In Person to:

Maria Zajac, Human Resources  
730 South Service Road, Unit F5  
Stoney Creek, ON, Canada L8E 5S7

- .iii or in person to any customer service representative at Zelus Material Handling.
- .iv More details about Zelus Material Handling's feedback process are posted on our accessibility webpage at [www.steelway.com/accessibility](http://www.steelway.com/accessibility).

#### **4.0 Availability of Accessible Customer Service Documents**

- .i All of our Accessible Customer Service Documents are available to the public upon request, and we are happy to share them.
- .ii More details about the availability of our Accessible Customer Service Documents are posted on our accessibility webpage at [www.steelway.com/accessibility](http://www.steelway.com/accessibility).

#### **5.0 Related Policies & Documents**

- .i Assistive Devices
- .ii Availability of Accessible Customer Service Documents
- .iii Feedback Process

- .iv Notice of Temporary Disruption Process
- .v Providing Customer Service to People with Disabilities
- .vi Service Animals
- .vii Support Persons