

ACCESSIBLE CUSTOMER SERVICE PLAN

Providing Goods and Services to People with Disabilities

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

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.

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.

Training

Disticor will provide accessible customer service training to employees who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Staff will be trained on Accessible Customer Service within one month after being hired.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Disticor's plan related to the customer service standards.
- 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 Disticor's services.

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

Feedback Process

Customers who wish to provide feedback on the way Disticor provides services to people with disabilities can provide feedback in the following way(s):

- Email: patricias@disticor.com
- Mail: ATTN: Patricia Scovil, V.P. Finance & Administration, Disticor Magazine Distribution Services, 205 – 72 Baldwin Street, Brooklin, ON, L1M 0M2
- Telephone: 905-619-6565 x 235

All feedback, including complaints, will be investigated, and the results of the investigation will be communicated to the customer in their preferred manner of communication. Customers can expect to hear back within 15 days.

Notice of Availability

Disticor will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following locations:

- Company website – www.disticor.com
- Employee Notice board

Modifications to This or Other Policies

Any policy, practice or procedure of Disticor that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.