



Accessible Customer Service Plan

AODA

Providing Goods and Services to People with Disabilities

Gerber Electric Ltd is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

We will ensure our staff is familiar with various assistive devices 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 more than welcome on any part of our premises that is open to the public.

Support Persons

A person with a disability who is accompanied by a support person is more than welcome to accompany them on our premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers, Gerber Electric Ltd will notify customers promptly. A notice will be clearly posted on the entrance door and a message will be left on our phone system. This notice will include information about the reason for disruption, its anticipated length of time, and a description of alternate facilities or services, if available.

Training for Staff

Gerber Electric Ltd will provide training to employees, volunteers and others who deal with the public or third parties on our behalf. Individuals in the following positions will be trained:

- Executive Officer – Trainer
- Office Administration
- Electricians
- Propane Pump Attendant
- Cooperative Students
- Managers / Supervisors

Training will be provided to staff after their 3-month probationary period and when changes are made.



Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Gerber Electric's power point presentation titled "Accessibility Standard for Customer Service" derived from Access ON's training resource for the Accessibility Standard for Customer Service.
- 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 Gerber Electric's goods and services.

Our Customer Service Principles

Dignity – Service will be provided in a way that allows the person with a disability to maintain self-respect and the respect of other people. People with disabilities will not be treated as an afterthought or forced to accept lesser service, quality or convenience.

Independence – We will not interfere or provide unnecessary help to a person with a disability, in order to allow the person with a disability to do things on their own.

Integration – Service is provided in a way that allows the person with the disability to benefit from the same services, in the same place and in the same or similar way as other customers, unless of course, an alternative measure is necessary.

Equal Opportunity – People with disabilities have the same opportunity as given to others who access our goods and services.

Feedback Process

Customers who wish to provide feedback on the way Gerber Electric Ltd provides goods and services to people with disabilities can email info@gerberelectric.ca, verbally provide feedback to the Office Administrator or leave a telephone message in the general delivery mailbox.

All feedback will be directed to Stacey Johnston Gerber, Executive Officer and customers can expect to hear back within 5 business days.

Stacey Johnston Gerber
Executive Officer

Date