



LOCATION: 2035 RUSSELL ROAD, MIDHURST, ONTARIO L0L 1X0  
MAIL ADDRESS: P.O. BOX 20073, BAYFIELD NORTH  
BARRIE ONTARIO, L4M 6E9  
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GST# 103682068

## **ACCESSIBLE CUSTOMER SERVICE PLAN**

MIDHURST ROOFING LIMITED is committed to excellence is serving all customers including people with disabilities.

### **ASSISTIVE DEVICES**

We will ensure that our staff are ready to assist with devices that may be used by customers 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. Service animals are allowed on our premises

### **SUPPORT PERSONS**

A person with a disability who is accompanied by a person will be allowed to have that person accompany them on our premises.

### **NOTICE OF TEMPORARY DISRUPTION**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities a notice will be posted. This notice will be posted at the entrance.

### **TRAINING FOR STAFF**

We will provide training for all employees: how to interact and communicate with people with various disabilities, what to do if a person with a disability is having trouble accessing our premises.

### **FEED BACK PROCESS**

Customers who wish to provide feedback on the way MIDHURST ROOFING LIMITED provides services to people with disabilities can do so verbally or by email ([sales@midhurstroofing.ca](mailto:sales@midhurstroofing.ca)). Customers can expect a reply back within 5 business days.

### **MODIFICATIONS TO THIS OR OTHER POLICIES**

Any policy of MIDHURST ROOFING LIMITED that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Thank you  
Management