



LOCATION: 2035 RUSSELL ROAD, MIDHURST, ONTARIO L0L 1X0
MAIL ADDRESS: P.O. BOX 20073, BAYFIELD NORTH
BARRIE ONTARIO, L4M 6E9
TEL: (705) 721-8383 FAX: (705) 721-8643
GST# 103682068

ACCESSIBLE CUSTOMER SERVICE PLAN

Midhurst Roofing Limited is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive 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 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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Midhurst Roofing Limited will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time. The notice will be placed at the entrance.

Training for staff

Midhurst Roofing Limited will provide training to employees, who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

Customer service representatives

Department Supervisors

Managers

Administrative Staff

This training will be incorporated into the initial training procedures for each new employee of Midhurst Roofing Limited

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Midhurst Roofing Limited accessible customer service plan.
- How to interact and communicate with people with various types of disabilities



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- 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 our premises.

Staff will also be trained when changes are made to the accessible customer service plan.

Feedback process

A copy of our Accessible Customer Service Plan can be found on our web site at

<http://www.midhurstroofing.ca>

Customers who wish to provide feedback on the way Midhurst Roofing Limited provides goods and services to people with disabilities can be communicated by emailing: sale@midhurstroofing.ca, fax: 705-721-8643 or calling: 705-721-8383,

You can speak to one of our Customer Service Representatives and they will communicate feedback on your behalf.

Customers can expect to hear back in 10 - 15 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.