



# ACCESSIBLE CUSTOMER SERVICE PLAN

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Govan Brown is committed to excellence in serving all of our clients including people with disabilities. While our staff has always done their best to assist people's unique needs, we now have a formal plan in place to ensure that as a company, we have made every reasonable effort to identify, remove and prevent barriers to service persons with disabilities.

This plan is intended to meet the requirements of Accessibility Standards for Customer Service, Ontario Reg 429/07 under the Accessibility for Ontarians with Disabilities Act.

At Govan Brown we commit to the following:

## ASSISTIVE DEVICES

We will ensure that our staff is familiar with various personal assistive devices (wheelchair, oxygen tank, cane, listening device etc.) and company amenities that may be used by clients 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 welcome 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 have that person with them at all times during their visit.

## NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services or facilities for clients with disabilities, Govan Brown will notify our clients promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

## TRAINING FOR STAFF

Govan Brown will provide training to employees who provide service. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 including the customer service standard;
- Govan Brown's accessible member and guest service plan;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people who use an assistive device, require the assistance of a service animal or a support person.

## FEEDBACK PROCESS

Govan Brown provides clients with the opportunity to provide feedback on the service we have provide. Clients can complete an Accessibility Service Feedback Form or submit feedback in person, by email or phone. Clients that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

## FOR MORE INFORMATION

If you would like to learn more about this program or to review Govan Brown's detailed Accessible Customer Service Policy, please visit or contact:

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