

# Accessibility Standard for Customer Service Policy

**Version: 1**

**Date of Version: 4-November-2011**

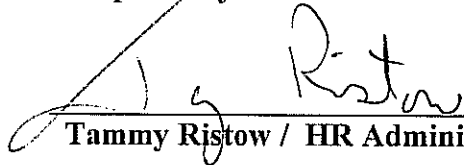
ASECO Integrated Systems  
Oakville, ON | USA  
[www.aseco.net](http://www.aseco.net)



	<b>Accessibility Standard for Customer Service Policy</b>	Version 1
		Date of Version 4-Nov-2011
Document ID ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE POLICY		


### DOCUMENT PREPARATION SIGNATURES

Prepared by:

  
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04-11-2011  
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 Date  
 (DD-MM-YYYY)


### DOCUMENT APPROVAL SIGNATURES

  
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 Tim Wilson/Director of Infrastructure

04-11-2011  
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 Date  
 (DD-MM-YYYY)

### VERSION HISTORY

Ver.	Date	Name	Title	Description
0	13 Oct-2011	Tammy Ristow	HR Administration	Initial Draft
1	4-Nov-2011	Tim Wilson	Director Infrastructure	Approved Version


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**POLICY:**

ASECO Integrated Systems is committed to providing all customers, including those with disabilities, a high standard of excellence in customer service.

In order to provide excellence in customer service for customers with disabilities we are committed to the following:

- a) We will educate staff on their responsibilities to effectively serve all customers, including those with disabilities. We will review some of the more common disabilities that some of our clients may have, as well as the assistive devices, services animals, or support persons they are likely to have with them.
- b) Where feasible, ASECO will endeavor to provide persons with disabilities, including those that rely on assistive devices, service animals or support persons, access to our offices.
- c) Every effort will be made to ensure persons with disabilities, including those that rely on assistive devices, service animals or support persons, feel welcome and comfortable in our offices.
- d) Aseco Integrated Systems will endeavour to facilitate the customers' use of their own assistive devices to access our services . If this is not practical or possible Aseco will assist the customer with a suitable alternative .
- e) All Employees of Aseco are required to treat our customers with disabilities with dignity and respect, offering them the same services available to other customers whenever possible. Where applicable our employees will tailor their communication to be compatible with the needs of the individual. This could include for example switching to a more audio or visual mode of communication and/or increasing document font sizes. This will include documents required under the standard.
- f) In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, eg. wheelchair access to washrooms, ASECO Integrated Systems will notify customers promptly. The notice will include the reason for the disruption, its anticipated length of time, and a description of alternative facilities available.
- g) All Aseco employees and regular contract and volunteer staff will be required to participate in training which complies with the Accessibility Standard for Customer Service. This training will be made available thru "lunch & learn" sessions or on Sharepoint. New employees are required to complete within the first month of employment with Aseco. Completion of the training will be recorded by HR.
- h) The Aseco Integrated Systems website at [www.aseco.net](http://www.aseco.net) will provide information on how to provide feedback regarding the way ASECO Integrated Systems provides goods and services to people with disabilities. The website will also provide information on how to obtain a copy of our Accessibility Standard for Customer Service Policy.

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- i) All feedback is appreciated and will be directed to a Human Resources representative who will address any suggestions or concerns with the goal of improving our current Accessible Customer Service plan. ASECO will endeavor to provide a response within 5 business days.

**The Accessibility for Ontarians with Disabilities Act defines “disability” as**

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, or physical reliance on a guide dog or other animal or in a wheelchair or other remedial appliance or device,
- b) A condition of mental impairment or developmental disability,
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder, or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.