

Accessible Customer Service Plan

ECOH Management Inc. is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We shall ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

We shall 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 in all parts of our premises.

Support persons

A person with a disability who is accompanied by a support person shall be allowed to have that person accompany them on our premises. Fees shall not be charged for support persons entering ECOH Management Inc.'s premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, ECOH Management Inc. shall notify customers promptly. Notification shall be posted at the entrance to the ECOH Management Inc. premises and shall include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available

Accessible Customer Service Plan

Training for staff

ECOH Management Inc. shall provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. All employees at ECOH Management Inc. shall be trained.

This training shall be provided to staff within one week after hiring new staff.

Training shall include;

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- ECOH Management Inc.'s plan related to the customer service standard.
- 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.
- How to use any equipment available onsite, or otherwise, that may help with providing goods or series to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing ECOH Management Inc.'s goods and services.

All employees at ECOH Management Inc. shall be trained when changes are made to this plan.

Feedback process

Customers who wish to provide feedback on the way ECOH Management Inc. provides goods and services to people with disabilities can e-mail info@ecoh.ca

All feedback shall be directed to ECOH Management Inc.'s Accessible Standard for Customer Service Program Manager.

Customers can expect to hear back within 1 day after ECOH Management Inc. has received feedback. Complaints shall be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of ECOH Management Inc. that does not respect and promote the dignity and independence of people with disabilities shall be modified or removed.