

Accessibility

AMI Attachments Inc. 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 we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

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.

- Fees will not be charged for support persons.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities AMI Attachments Inc. will notify customers 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.

The notice will be placed onsite

Training

AMI Attachments Inc. will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services

This training will be provided to staff within 30 days of hiring

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- AMI Attachments 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
- What to do if a person with a disability is having difficulty in accessing AMI Attachments Inc.'s goods and services

Accessibility

- Staff will also be trained when changes are made to your accessible customer service plan

Feedback Process

Customers who wish to provide feedback on the way AMI Attachments Inc. provides goods and services to people with disabilities may email or verbally suggest, changes. All feedback, including complaints, will be directed to the Health and Safety Rep at AMI Attachments Inc.

Customers can expect to hear back in **14 days**.

Notice of availability

AMI Attachments Inc. will notify the public that our policies are available by posting our policies.

Modifications to this or other policies

Any policy of AMI Attachments Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.