

The Accessibility for Ontarians with Disabilities Act (AODA)

Customer Service Standard Policy & Procedures

Corporate Renaissance Group is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff are 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
- or
- Will be charged to the support person for admission to Corporate Renaissance Group's premises.

We will notify customers of this through a notice posted on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Corporate Renaissance Group 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 at our corporate office located at 6 Antares Drive, Phase 1, Suite 200 Ottawa, Ontario K2E 8A9.

Training

Corporate Renaissance Group 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 hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Corporate Renaissance Group'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.
- Learning about the use of various assistive devices.
- What to do if a person with a disability is having difficulty in accessing Corporate Renaissance Group's goods and services.

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 Corporate Renaissance Group provides goods and services to people with disabilities can send their comments by: email: crgadmin@crgroup.com, by phone: 1-800-576-6215, fax: 613-232-7276 or in person by arranging an appointment. All feedback, including complaints, will be directed to the President of Corporate Renaissance Group. Customers can expect to hear back within 10 business days.

Notice of availability

Corporate Renaissance Group will notify the public that our policies are available upon request by posting them on our website.

Modifications to this or other policies

Any policy of Corporate Renaissance Group that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.