



**Policy: KFI-721 Revision 3**

**Title: AODA - Accessible Customer Service Plan**

**Date: December 27, 2023**

---

## **AODA - Accessible Customer Service Plan**

### **Providing Goods and Services to People with Disabilities**

Krug Inc. 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 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 will 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.

#### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Krug 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.

This notice will be placed at the front entrance to the reception area.

#### **Training for Staff**

Krug Inc. will provide training to all employees, volunteers and/or third parties who deal with the public on Krug's behalf.

This training will be provided to all staff within the first week of employment as part of their new hire orientation package.

**Training will include:**

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and Accessibility Standards for Customer Service.
- Krug Inc's Accessible Customer Service Plan.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use 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 Krug Inc's goods and services.

Staff will also be re-trained when changes are made to the plan.

**Feedback Process**

Customers who wish to provide feedback on the way Krug Inc. provides goods and services to people with disabilities can contact us by email (solutions@krug.ca), by fax (519-748-5177) or in person at any of our locations.

All feedback will be directed to our Human Resources department. Customers can expect to hear back within two business days.

Complaints will be addressed according to our organization's regular complaint management process.

**Modifications to this or other Policies**

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



---

Len Ruby, President



---

Jennifer Horne, Human Resources Manager