

## **Accessible Customer Service Plan**

This policy contains statements that meet the requirements of the Customer Service Standard and other items that are good practices. This policy will be revised as other standards are introduced under the Accessibility for Ontarians with Disabilities Act, 2005.

### **Our Mission**

Angoss Software is committed to excellence in serving all customers including people with disabilities.

### **Our Commitment**

In fulfilling our mission, Angoss Software strives at all times to provide its programs, goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our programs, goods and services and allowing them to benefit from the same services, in the same place, and in a similar way as other participants.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

### **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 accompanying a customer.

### **Notice of Temporary Disruption**

Angoss will provide participants with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available.

The notice will be delivered to participants by means of email, phone call or text message.

### **Training for Staff and Volunteers**

Angoss will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained:

- Account Executives
- Customer Support Representatives
- Human Resources
- Finance

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Angoss Software'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 the TTY, wheelchair lifts available on-site
- What to do if a person with a disability is having difficulty in accessing Angoss's goods and services

Staff will also be trained when changes are made to your plan.

### **Feedback Process**

Customers/Clients who wish to provide feedback on the way Angoss Software provides goods and services to people with disabilities can email their feedback to [info@angoss.com](mailto:info@angoss.com).

All feedback, including complaints, will be directed to the CEO.

Customers can expect to hear back in within 2 days. Confidentiality will be respected.

### **Modifications to this or Other Policies**

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