



## **Accessible Customer Service Plan**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) became law on June 13, 2005. The legislation mandates accessibility standards with the goal of identifying, removing and preventing barriers for people with disabilities in key areas of dialing living. The goal is to make Ontario accessible to people with disabilities by 2025.

The Credit Institute of Canada is committed to excellence and serving all its stakeholders, including people with disabilities. We will adhere to the principles of independence, dignity, integration and equal opportunity in our approach.

### **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 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 and to write examinations. No fees will be charged to the support person.

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

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, they will be notified through a notice on our website. 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.

### **Training for Staff**

We will provide training for staff and volunteers who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

Administrative Assistant, Education Coordinator,  
Membership Coordinator, Web/Graphic Designer,  
Education/Operations Manager, General Manager

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This training will be provided to staff when they are hired. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 the wheel chair elevator in our building

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

### **Feedback process**

Customers who wish to provide feedback on the way will be told to send an email to: [geninfo@creditedu.org](mailto:geninfo@creditedu.org)

All feedback will be directed to the General Manager.

Customers can expect to hear back in 3 business days.

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

### **Modifications to this or other policies**

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