

Accessible Customer Service Plan



GREER GALLOWAY

Engineers | Project Managers | Planners

Providing Goods and Services to People with Disabilities

The Greer Galloway Group Inc is committed to excellence in servicing all customers including people with disabilities.

Assistive Devices

We will ensure that our staff is familiar with assistive devices that may be used by any customer with disabilities while accessing our goods or services. All of our on-site client meetings take place in our office locations which are capable of accommodating mobility devices. If a customer with disabilities is not comfortable meeting in one of our office locations, then we would arrange to meet them at a location of their choosing.

Communication

We will communicate with people with disabilities in ways that take into account their disability. Confirmation of Assignments as well as any reports going to customers with disabilities can be done in larger print.

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. In the Terraspec or Waterspec parts of the organization, there might be some chemicals that could be dangerous to service animals; therefore, those personnel would also be able to meet customers with service animals in the office locations.

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, The Greer Galloway Group 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 at the Front Entrance Door, on the website, and on outgoing emails.

Training for Staff

The Greer Galloway Group Inc. will provide training to employees, volunteers and others who deal with the public on their behalf.

Individuals in the following positions will be trained:

- President
- Department Heads and Engineering Staff
- Accounting and Office Staff
- Reception
- Roads Department
- Survey Crews

This training will also be provided to new staff within one month of hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- The Greer Galloway Group Inc's plan related to the customer service standard.
- How to interact 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 any technical devices or equipment that is located on our premises.
- What to do if a person with a disability is having difficulty in accessing The Greer Galloway Group Inc's goods and services.

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

Feedback Process

Customers who wish to provide feedback on the way The Greer Galloway Group Inc. provides goods and services to people with disabilities can e-mail or mail feedback to us. All feedback will be directed to the President.

Customers can expect to hear back in seven business days from receipt of the feedback. Complaints will be addresses according to our organization's regular complaint management procedures.

Modifications to This or Other Policies

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



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