

Upper Canada Office Systems Accessibility Policy

- At Upper Canada Office we are committed to provide services in a manner that respect the dignity and independence of persons with disabilities.

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 that may be used by customers with disabilities while accessing our goods or services.

Service Animals and support persons

- All service animals and support persons have access to our premises should it be required to assist an individual with a disability. Should our staff not be able to handle the individual with the disability we may request that a supporting person attend.

Training of Staff

- Upon starting and in regular updates staff are advised of the above policies and the purposes of the Act.
- Training includes:
 - how to interact and communicate with persons with various types of disabilities
 - how to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or support person.
 - what to do if an individual with a disability is having difficulty accessing our goods or services. This includes sales meeting or service calls at the individual's home.

Notice of Temporary Disruption

- Customers will be notified promptly of temporary disruption of service including reason, anticipated length of time and alternative facilities if available.

Feedback

- Persons with disabilities who attend at our premises will be told at the end of their visit, by the staff person who is working with them that we have a feed back process regarding our accessibility. A sign will also be posted in our front reception area.
- They should direct their comments to the controller of the company by:
 - email: gbelmore@uppercanadaos.com
 - telephone: 613.547.8070 x232
 - fax: 613.547.3510

Complaints

- if a complaint is received by the controller an investigation will be started, interviews will be held, all results will be documented and a plan for change will be prepared and implemented. That plan may include changes to workplace, more training of staff etc.

Documents

- These documents are available to any individual in a format that considers their disability.