



Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

FOOTAGE TOOLS 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 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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for Customers with disabilities FOOTAGE TOOLS INC will notify any affected 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 locations affected within the plant and / or office areas.

Training

FOOTAGE TOOLS INC will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained: Employees who interact with members of the public.

This training will be provided to staff within 3 months after being hired.



Accessible Customer Service Plan

Training will include:

- a) FOOTAGE TOOLS INC Accessible Customer Service Plan (here within) related to the Customer service standard,
- b) An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and
- c) the requirements of the Customer service standard,
- d) How to interact and communicate with people with various types of disabilities,
- e) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person, and
- f) What to do if a person with a disability is having difficulty in accessing FOOTAGE TOOLS INC goods and services.

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

Feedback process

Customers who wish to provide feedback on the way FOOTAGE TOOLS INC provides goods and services to people with disabilities may communicate with us by email, company website, send us a letter by mail, by phone, or by fax.

All feedback, including complaints, will be reviewed and a response, including any suggested resolution will be provided. Customers can expect to hear back within 4 to 6 days.

Notice of availability

FOOTAGE TOOLS INC will notify the public that our policies are available upon request by posting a notice on our company website.

Modifications to this or other policies

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