

# Customer Service Standards Guidelines



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## **PURPOSE**

Organizational Solutions Inc. is committed to providing our clients with consistently high levels of customer service. In the pursuit of our commitment, the company will strive to ensure that our products, services, and facilities are accessible.

Employees shall uphold the company's values and act in accordance with the behaviours outlined in the guidelines below.

## **DEFINITIONS**

**Guide dog:** A dog trained as a guide for a blind person who has completed a training program at a designated training facility set out in the *Guide Dogs Regulation*.

**Service animal:** An animal is a service animal for a person with a disability if:

- The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability as a result of visual indicators, such as the vest or harness worn by the animal or
- The person provides documentation from a designated regulated health professional college confirming that the person requires the animal for reasons relating to the disability.

**Support person:** In relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care, medical needs, or access to goods, services, and facilities.

## **GUIDELINES**

Organizational Solutions Inc. makes every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity.

People with disabilities should have:

- The opportunity to access and use our goods and services and to benefit from those services in the same place and in a similar manner as other clients.
- Information and communication are available in an accessible format.
- Positive and productive experiences accessing our websites and other digital tools.
- Full and meaningful participation in our workplaces as Organizational Solutions Inc.

Organizational Solutions Inc. is committed to meeting all required provincial and territorial legislation requirements in relation to Accessibility, including the Ontarians with Disabilities Act, 2005 (AODA), the Accessibility for Manitobans Act, 2013 (AMA), the Nova Scotia Accessibility Act (2017), and all relevant Human Rights Codes. Where the requirements differ, the highest standard is adopted regardless of location to ensure compliance.

All employees and representatives of Organizational Solutions Inc. will:

- Greet clients in a friendly manner and provide them with quality service each and every interaction;
- Provide knowledgeable service to clients;

- Treat clients fairly, with respect and dignity;
- Treat clients with patience and understanding;
- Respect client privacy and handle confidential information appropriately;
- Take responsibility and be accountable for the accuracy and quality of work; and
- Act with integrity at all times.

This document is available to the public at [www.orgsoln.com](http://www.orgsoln.com) and in an accessible format on request by contacting:

**Accessibility Office**

#253 2186 Mountain Grove Ave,

Burlington Ontario L7P 4X4

Email: [Accessibility@Orgsoln.com](mailto:Accessibility@Orgsoln.com)

Phone: (905) 315-7179

**Meeting Communication Needs**

Organizational Solutions Inc. is committed to meeting the communication needs of people with disabilities and will actively engage and consult with people with disabilities to determine what those needs are. Organizational Solutions Inc. will:

- Ensure that our products and services are accessible and meet a consistently high standard of quality.
- Offer to communicate in different ways, including verbally, in a recorded format, using accessibility features, or in larger print.
- Provide assistance and care by taking extra time to explain the requested or required information from clients.
- Ensuring that all of our documentation, signage, and electronic communication materials use plain language, larger fonts, and are easy to read.
- Offer communications in accessible formats and supports upon request. Requests for accessible formats and communications from clients will be addressed in a timely manner.
- Not charging a fee to produce an accessible format or providing a communication support. If there is normally a charge for a document or service, we will charge the same cost as would be charged to others without passing along the cost of the conversion or support.

**Accommodating Assistive Devices**

Persons with disabilities may use their own assistive devices as required when accessing services or facilities. Assistive devices could include technical aids, communication devices or medical aids that are used to increase, maintain, or improve a person with a disability's function. In cases where the assistive device presents a health and safety concern or where accessibility might be an issue, Organizational Solutions Inc. will attempt to use other reasonable measures in place so that the individual can have meaningful access to the facility or access our services.

All employees and representatives are trained and familiar with any assistive devices or accessible features we may have available in our offices, such as ramps, automatic door openers, elevators, accessible parking, and washrooms. Employees will not move or touch any assistive devices without permission.

### **Welcoming Support Persons**

If a client with a disability is accompanied by a support person, Organizational Solutions Inc. will ensure that both persons may enter the premises together and that the client is not prevented from having access to the support person. Organizational Solutions Inc. employees and representatives will always address the client directly unless otherwise requested.

In situations where confidential information might be discussed, consent, either verbal or written, must be obtained from the client before any potentially confidential information is mentioned in the presence of the support person. In the event a support person may have access to confidential information related to Organizational Solutions Inc., the support person may be asked to review and sign a confidentiality agreement.

The company may require a person with a disability to be accompanied by a support person while on the premises if the support person is required to protect the health and safety of the person with the disability or others in the workplace and there are no other reasonable measures that can be taken to ensure this. The company consults with the person with the disability and assesses available evidence before making such a decision. Employees are informed of any such arrangements.

### **Service Animals**

A client with a disability who is accompanied by a guide dog or other service animal is welcome to access the premises that are open to the public and keep the animal with them unless the animal is otherwise excluded by law. If a client's guide dog or service animal is excluded by law, Organizational Solutions Inc. will make every effort to provide and offer alternative methods to enable the person with a disability to access our services and facilities.

If it is not readily apparent that the animal is a guide dog or service animal, employees may respectfully ask whether an animal is a guide dog or service animal but must not ask the nature of the person's disability or the purpose of the animal. Organizational Solutions Inc. employees or representatives may ask a client to provide documentation (letter or form) from a regulated health professional that claims the person needs the service animal for reasons relating to their disability. If they reveal the animal is not a guide dog or service animal, they should be asked to remove the animal from the premises promptly.

The customer who is accompanied by a guide dog or service animal is responsible for maintaining control of the animal at all times. If a service animal becomes out of control, causing a clear disruption or a threat to the health and safety of others, and the animal's behaviour is not corrected by the owner, an employee or representative of Organizational Solutions Inc. may ask them to remove their service animal from the premises.

### **Notice of Service Disruptions**

Organizational Solutions Inc. makes all reasonable efforts to provide notice of any temporary disruptions to facilities or services that people with disabilities may rely on. In the event of a disruption, Organizational Solutions Inc. will provide the below information unless it is not readily known:

- Facility or services that are disrupted or unavailable;
- Reason for the disruption;
- Expected duration; and
- A description of alternative services or options that are available.

### **Feedback Process**

Organizational Solutions Inc. ensures that clients can access appropriate feedback mechanisms and can contact the company regarding concerns. Organizational Solutions Inc. has implemented and ensured our existing feedback processes are available to people with disabilities upon request by:

- Accepting feedback in a variety of formats;
- Responding to feedback in alternate formats; and
- Providing support for our feedback formats, upon request.

Client feedback will be carefully considered, and Organizational Solutions Inc. will work to address comments, suggestions, and concerns. The company will appropriately acknowledge the receipt of feedback.

Organizational Solutions Inc. has taken steps to ensure that its feedback process is accessible to people with disabilities. We continue to complete regular maintenance on its feedback process so that alternatives are available should the existing versions be found insufficient.

### **Training**

At Organizational Solutions Inc., all employees will receive training on accessible client service and how to appropriately interact with people. Training is provided in alignment with the employee's positions and assigned responsibilities. Organization Solutions Inc. provides training on customer service policies, practices, and procedures. New employees receive the training as part of the orientation process and in addition, is completed on an annual basis. Retraining will also be provided in the event of an update in legislation.

### **Review and Development Cycle**

This Policy will be reviewed at least annually or upon material change to address new developments in legislation, business needs, and legal requirements. In cases where legal or regulatory requirements are in scope, those rules will supersede this Policy.