

# Accessible Customer Service Plan

## Providing Goods and Services to People with Disabilities

Treefrog 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 we have on site or that we provide 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 in the communal areas of our premises, and in all other areas of the premises when accompanied by a Treefrog Inc. employee.

### *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.

### *Training*

Treefrog 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:

- Sales Staff
- Account Managers
- Technical Support Staff
- Reception Staff
- Department Heads

This training will be provided to new staff within 6 months of hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Treefrog Inc's plan related to 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 Treefrog Inc's goods and services

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

#### *Feedback process*

Customers who wish to provide feedback on the way Treefrog Inc. provides goods and services to people with disabilities can Email [info@treefrog.ca](mailto:info@treefrog.ca) or Call 905-836-4442 and leave a message with the receptionist or in the general voice-mailbox.

All feedback, including complaints, will be reviewed by the appropriate member of the senior staff.

Customers can expect to hear back in 5 business days.

#### *Notice of availability*

Treefrog Inc. will notify the public that our policies are available upon request by posting them on our website.

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

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