



Accessible Customer Service Policy Providing Goods and Services to People with Disabilities

Policy Statement: In compliance with the Accessibilities for Ontarians with Disabilities Act, 2005, Accessibility Standards for Customer Service, Ontario Regulation 429/07, Dakkota Integrated Systems strives to provide services in a way that respects the dignity and independence of people with disabilities.

Commitment and Scope: Dakkota Integrated System is committed to preventing, identifying and removing barriers that could impede the ability of people with disabilities to access services.

Communication – Dakkota Integrated Systems will communicate to people with disabilities in ways that take into account their disability, respecting their dignity and independence and taking into account their specific needs. We will train our staff, (as required) on how to interact and communicate with people with various types of disabilities.

Telephone Services – Dakkota Integrated Systems is committed to providing fully accessible telephone services to our customers. We will train our staff, as necessary, to communicate with customers over the phone in plain language and to speak clearly and slowly. We will offer to communicate with customers by email if telephone communication is not suitable for their needs or is not available.

Assistive Devices – Dakkota Integrated Systems will ensure that our employees are trained and familiar with various devices that may be used by a customer with a disability and any assistive devices on-site or that we provide that may be used by customers with disabilities while accessing our goods or services.

Service Animals and Support Persons

- a) Dakkota Integrated Systems welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public or other third parties. While visiting Dakkota Integrated Systems, it is the responsibility of the person with the service animal to control the animal at all times. In the event a company staff member is allergic to animals, alternative arrangements will be negotiated.
- b) Dakkota Integrated Systems welcomes people with disabilities that are accompanied by a support person.

Notice of Temporary Disruption – Dakkota Integrated Systems will make reasonable effort to provide customers with notice in the event of a planned or unexpected disruption to services or facilities used by people with disabilities. This 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. We will not be able to give adequate notice in case of an emergency temporary disruption. The notice will be placed in the area to which the disruption applies.



Billing – Dakkota Integrated Systems is committed to providing accessible notices or invoices to all our customers. For this reason, notices or invoices will be provided in alternative formats upon request.

Training for Staff - Dakkota Integrated Systems will ensure that all persons whom this policy applies receives training as required by the Accessibility Standards for Customer Service. In addition, training will be provided to Dakkota Integrated Systems employees as part of orientation training for newer employees, and on a continuing basis as required. The amount and format of training will depend on the person's interaction with people with disabilities.

A record of training received, (when required), will be kept in the employee training file.

a) Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005;
- The requirements of the Accessibility Standards for Customer Service (Ont. Reg 429/07);
- Information about Dakkota Integrated Systems policy, procedures and guidelines pertaining to the provision of company services to customers with disabilities;
- 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 support person;
- How to use any equipment or devices, if available on-site or otherwise that may help with providing goods and services to people with disabilities;
- What to do if a person with a disability is having difficulty in accessing the company's goods and services.

Feedback Process – Customers who wish to provide feedback on the way Dakkota Integrated Systems provides goods and services to people with disabilities can contact Human Resources (refer to contact information below).

Human Resources will forward a feedback form for completion.

Customers can expect a reply within ten (10) business days.

Questions about this Policy – This Policy has been developed to break down barriers and increase accessibility for persons with disabilities in the provision of services in a way that respects the dignity and independence of all people. If anyone has questions about this policy, please contact:

Human Resource Department – Dakkota Integrated Systems

490 Richard Ruston Dr.

Tecumseh, Ontario N8N-0A9

Telephone: 519-727-1110 ext. 2413 or Fax: 519-727-0795

Email: HRWindsor@dakkotasystems.com



Reference Documents:

1. Customer Service Feedback Form
2. AODA Integrated Accessibility Standards Policy
3. Disruption of Service Template

Relevant Legislation Guidelines:

1. Accessibility Resource Website: www.AccessON.ca
2. To read the Accessibility for Ontarians with Disabilities Act
 - a. Go to the website www.AccessON.ca/compliance
 - b. Click on the Accessibility for Ontarians with Disabilities Act, 2005
3. To read the Customer Service Standard
 - a. Go to the website www.AccessON.ca/compliance
 - b. Click on the Accessibility Standards for Customer Service Regulation, O. Reg. 429/07