

## ACCESSIBLE CUSTOMER SERVICE PLAN

The purpose of the Ontarians with Disabilities Act, 2001 (ODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in life. Oakwood Transport is committed to promoting a barrier-free environment for persons accessing our services and facilities.

### OBJECTIVES

- Identify, remove and prevent barriers to persons with disabilities;
- Make our accessibility plan available to the public;
- Train employees who deal with the public;
- Monitor through feedback and
- Take additional action to remove barriers to persons with disabilities as necessary;

Departments included under the scope of this plan are:

- Office Administration
- Service Department
- Dispatch/Customer Service
- Drivers

### IDENTIFY, REMOVE & PREVENT BARRIERS

Ensure that the front entrance and service entrance are clear to provide unobstructed access to the building.

Provide alternative methods of communication such as minimal background noises, pen and paper, reading of material, as necessary

Allow access of service animals when required

Allow support person to accompany when required

Ask "How can I help"

### COMMUNICATE OUR PLAN TO THE PUBLIC

Our Accessible Customer Service Plan will be posted on our website at [www.oakwoodtransport.com](http://www.oakwoodtransport.com)

When temporary barriers exist preventing access to our services a sign will be posted at the main entrance of the building at 129 Oakwood Street in Ingersoll, ON.

### CUSTOMER SERVICE TRAINING

To comply with the Accessibility for Ontarians with Disabilities Act, 2005, Accessibility Standards for Customer Service, Ontario Regulation 429/07, all staff will be provided training. Any new staff will receive training upon orientation.

Training is provided to help staff that provides goods or services to the public or other third parties, to understand their obligations under the customer service standard and to educate on how to provide customer service to people with disabilities.

### ACCESSIBILITY PLAN REVIEW AND MONITORING PROCESS

The Plan will be reviewed on an ongoing basis and updated as required. Customers wishing to provide feedback on the way Oakwood Transport provides goods and services to people with disabilities can contact us by telephone or email. All feedback, including complaints, will be directed to the Safety Department and dealt with in a timely fashion.