

CRANE SUPPLY POLICY GUIDE	CS–ACCESSIBLE SERVICE	REV - 1
SUBJECT: ACCESSIBLE CUSTOMER SERVICE POLICY	Pages: 5	Date: 01/30/2019
APPLICATION: ALL CRANE SUPPLY LOCATIONS	Issued by: Graham Boyd	Approved: “Graham Boyd”

PURPOSE

The purpose of this policy is to highlight Crane Supply’s commitment to conducting business in line with accessibility laws. This policy will provide a framework for achieving accessibility in all aspects of Crane Supply’s customer and employee relations as well as public interactions. Removing and preventing barriers to accessibility and ensuring people with disabilities maintain their dignity and independence in a timely manner is a top priority for Crane Supply.

SCOPE

This policy applies to all Crane Supply (herein referred to as “the employer”) locations.

PROVIDING GOODS, SERVICES OR FACILITIES TO PEOPLE WITH DISABILITIES

Crane Supply is committed to meeting its current and ongoing obligations under the Human Rights Code respecting non-discrimination.

Crane Supply understands that obligations under accessibility legislations do not substitute or limit its obligations under the Human Rights Code or obligations to people with disabilities under any other law.

Crane Supply is committed to complying with both the *Human Rights Code* and the Accessibility Law.

Crane Supply is committed to excellence in serving everyone including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

ASSISTIVE DEVICES

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff are trained and familiar with any assistive devices we have on site or that we provide that may be used by people with disabilities while accessing our goods, services or facilities.

COMMUNICATION

CRANE SUPPLY POLICY GUIDE	CS–ACCESSIBLE SERVICE	REV - 1
SUBJECT: ACCESSIBLE CUSTOMER SERVICE POLICY	Pages: 5	Date: 01/30/2019
APPLICATION: ALL CRANE SUPPLY LOCATIONS	Issued by: Graham Boyd	Approved: “Graham Boyd”

We will communicate with people with disabilities in ways that take into account their disability. This may include the following:

- Email
- Pen and Paper
- Other accessible formats upon request such as: large font and braille

We will work with the person with a disability to determine what method of communication works for them.

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.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the person with disability another way of providing goods, services or facilities

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.

CRANE SUPPLY POLICY GUIDE	CS–ACCESSIBLE SERVICE	REV - 1
SUBJECT: ACCESSIBLE CUSTOMER SERVICE POLICY	Pages: 5	Date: 01/30/2019
APPLICATION: ALL CRANE SUPPLY LOCATIONS	Issued by: Graham Boyd	Approved: “Graham Boyd”

In certain cases, Crane Supply might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, Crane Supply will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services or facilities for people with disabilities Crane Supply will notify everyone 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.

Services/Facilities include:

- Service Counter
- Washrooms

The notice will be made publicly available in the following ways:

- Crane Supply Website

TRAINING

Crane Supply will provide accessible customer service training to:

- all employees
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service within one week after being hired.

Training will include:

- purpose of the Accessibility Law and the requirements of the customer service standard
- Crane Supply’s policies 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

CRANE SUPPLY POLICY GUIDE	CS–ACCESSIBLE SERVICE	REV - 1
SUBJECT: ACCESSIBLE CUSTOMER SERVICE POLICY	Pages: 5	Date: 01/30/2019
APPLICATION: ALL CRANE SUPPLY LOCATIONS	Issued by: Graham Boyd	Approved: “Graham Boyd”

- what to do if a person with a disability is having difficulty in accessing Crane Supply’s goods, services or facilities

Staff will also be trained when changes are made to our accessible customer service policies.

FEEDBACK PROCESS

Crane Supply welcomes feedback on how we provide accessible service. Feedback will help us identify barriers and respond to concerns.

Everyone will be notified of how to provide feedback in the following ways:

- Electronically on the Crane Supply website

Anyone who wishes to provide feedback on the way Crane Supply provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- Sending an email to accessibility@cranesupply.com
- Call Crane Supply Head Office at 416-244-5351

All feedback, including complaints, will be handled in the following manner:

Feedback will be directed to the Human Resources Manager and in counsel with the Vice President of Human Resources a response will be rendered. All feedback will be responded to in 20 business days.

Crane Supply will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

NOTICE OF AVAILABILITY OF DOCUMENTS

Crane Supply will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

- Crane Supply Website

Crane Supply will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

MODIFICATIONS TO THIS OR OTHER POLICIES

Any policies of Crane Supply that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

CRANE SUPPLY POLICY GUIDE	CS–ACCESSIBLE SERVICE	REV - 1
SUBJECT: ACCESSIBLE CUSTOMER SERVICE POLICY	Pages: 5	Date: 01/30/2019
APPLICATION: ALL CRANE SUPPLY LOCATIONS	Issued by: Graham Boyd	Approved: “Graham Boyd”