



valley metal finishing(1983)ltd.

"Custom Coaters of Architectural Metals"

211 SNIDERCROFT ROAD, CONCORD, ONTARIO L4K 2J8

TEL.: (905) 669-5200 FAX: (905) 660-4416

POLICY NAME:	Accessible Customer Service Policy
DATE:	Oct 18 2012
REVISION AND Date REVISSED:	1.0 Oct 18 2012

In keeping with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Valley Metal Finishing is committed to the independence and integration of persons with Disabilities and all who live learn and invest in our community. Valley Metal Finishing will make every reasonable effort to ensure that services and programs are accessible by:

- Encouraging the use of personal assistive devices to access our services and programs.
- Permitting service animals to assist clients and provide alternative accommodations when the animal is disallowed under the law.
- Encouraging the inclusion and access of support persons accompanying people with Disabilities
- Valley Metal Finishing will make every effort to communicate with clients in a manner that enables the use of services and programs by:
 - Providing reasonable notification of all interruptions that especially relate to the Provision of services and programs for people with disabilities.
 - Providing and publicizing this Accessible Customer Service Policy and, upon request
 - Making it available in alternative formats.
 - Providing a feedback, response, and tasking process that enables increased integration and the accessibility of Valley Metal Finishing's collections and services.
- Training will be provided to all Valley Metal Finishing office staff:
 - Involved specifically in the development of the policies, practices and procedures as required in the Accessibility for Ontarians with Disabilities Act Customer Service Standards
 - In the provision of the customer service for people with disabilities and Valley Metal Finishing's accessible services and programs.

Valley Metal Finishing will maintain records of staff trained in the Customer Service Standards and will ensure that the Accessible Customer Service Standards training is integrated into the orientation program for all new employees.