



Accessible Customer Service Plan

2017

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Providing Goods and Services to People with Disabilities

CCI Research Inc. (CCI Research) is committed to meeting the accessibility needs of people with disabilities in a timely and proactive manner and will use reasonable efforts to provide equitable access to CCI Research goods, services and facilities in a way that respects a person's dignity and independence.

CCI Research will use reasonable efforts to ensure the policies, practices and procedures on how you will provide your goods or services to people with disabilities are consistent with the principles laid out in the customer service standard. These principles are dignity, independence, integration and equal opportunity.

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices 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. This means that we must consider how the disability affects the way that the person expresses, receives or processes communications. The goal is to communicate in an effective way.

CCI Research Employees will take someone's disability into account which requires them to take that particular individual's needs and circumstances into consideration. We will not make assumptions based on the client's disability. What may be a very effective way of providing information for one person with a disability may not be for another. Different people with the same type of disability may communicate in different ways because of different skills or resources. For example, only a small percentage of people who are blind use Braille. Where possible, it is helpful to ask the person directly how to communicate with them.

Accessible Communications

Depending on the situation and the client's needs, there are a variety of ways to make communications more accessible. These include:

- Making the original communication more accessible
- Changing the usual method of communication
- Using assistive devices or services

Making the original communication more accessible

CCI Research will use plain language that will help to make a document easier to read for people with certain learning disabilities.

We will change the usual method of communication to meet an individual's need. For example, we will communicate by phone or online.

We will offer the document in larger printer for those who have low vision.

Service Animals and Support Person

We welcome people with disabilities and their service animals and/or support persons. Service animals and/or support persons are allowed on the parts of our premises that are open to the public.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services for customers with or without disabilities (e.g., call centre is closed, online survey is down, etc.), CCI Research will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative services, if available. The notice will be placed on our website, the client will be notified by email, or the client will be notified by phone.

Staff Training

CCI Research will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. All employees were trained in the month of December, 2014. This training is to be provided to new staff within 1 week of being hired. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard**
- CCI Research'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 CCI Research's goods and/or services**

All staff will also be trained when there is a change in the plan. All staff will also attend refresher training once a year.

Feedback Process

Customers who wish to provide feedback on the way CCI Research provides goods and services to people with disabilities can send us an email, mail us a letter, contact us by phone or via our website. All feedback will be directed to Linda Hudson, Call Centre/Administrative Manager. Any feedback received will be acknowledged and if necessary, responded to within 48 hours. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other CCI Research Policies

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