



Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Harmon is committed to providing quality goods and services that are accessible to all persons including people with disabilities. All customers must receive the same high level of customer service.

Communication

Communicate with a person with a disability in a manner that takes into account his/her disability. Asking the person how they would like to be communicated with.

Assistive Devices

We will ensure that our staffs are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Service Animals

We welcome people with disabilities and their service animals. A person with a disability accompanied by a service animal will be allowed access to places that are open to the public only at Harmon

Support Persons

If a customer with a disability is accompanied by a support person Harmon will ensure that both persons are allowed to enter the premises together and the customer will not be prevented from having full access to the support person.

Emergency Response Information

Harmon will provide individualized workplace emergency response information to employees with a visible or non-visible disability, if the individual so requires.

Notice of Temporary Disruption

Harmon will give notice of temporary disruptions to services or facilities used by persons with disabilities including the reason for the disruption, the anticipated duration of the disruption and any alternative facilities or services that may be available. The notice shall be posted in a conspicuous place on the premises.

Training for Staff

Training will be provided to affected Harmon employees in Ontario and those that assist in developing policies and procedures that govern the provision of goods and services to the public.

The training will include

- A review of the purpose of the Act
- A review of the requirements of Accessibility Standards for Customer Service (Regulation 429/07)
- How to interact and communicate with people with various types of disabilities
- How to interact with persons with disabilities who use assistive devices, service animals or support persons

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- What to do if a person with a disability is having difficulty accessing good or services
- Emergency Response Information and;
- Harmon's policies, procedures and practices pertaining to the provision of goods or services to persons with disabilities.

The training will be provided as soon as is practical as well as on an ongoing basis as changes occur to Harmon's policies, practices and procedures that govern the provision of goods or services to persons with disabilities and/or when there are changes to the Act.

Record of Training

Records shall be kept for all employees, who this training apply, indicating the date and training provided.

Feedback Process

Feedback may be provided on the accessibility of the provision of goods and services by Harmon in the manner deemed most convenient to Senior Management, or HR department.