

# **Accessibility Policy**

## **Our Commitment**

Mancuso Pools Limited is committed to excellence in serving all customers including people with disabilities. All services will be provided with respects to the dignity and independence of people with disabilities. We are committed to ensuring that customers with disabilities receive all the same services with the same quality and timeliness as all other customers.

## **Assisted Devices**

Mancuso Pools Limited is dedicated to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that all staff is trained and familiar with various assistive devices we have on site or that we will provide that may be used by any individuals with disabilities while accessing our goods and services.

## **General Communication**

The staff of Mancuso Pools Limited will make every effort to communicate in a manner that enables individuals with disabilities to communicate effectively for purposes to obtain, use and benefit from services offered by our company.

## **Telephone Services**

Providing fully accessible telephone service to our customers is very important to us. Our staff is trained to communicate with all customers over the telephone in a clear and plain language and to speak clearly and slowly. If telephone communication is not suitable, we will offer to communicate with customers by e-mail, fax or letter.

## **Service Animals and Support Persons**

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. A person with a disability who is accompanied by a support person will be allowed to have a person accompany them on our premises.

## **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Mancuso Pools Limited will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facility or service, if available.

## **Training**

Mancuso Pools Limited will provide accessible customer service training to employees and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services. Training will be provided on accessible customer service within a month of being hired.

Training will include the following:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 requires assistance of a service animal or a support person
- Mancuso Pools Limited policies, practices and procedures relating to the customer service standard
- How to use the equipment or devices available on-site or otherwise that may help with providing services to people with disabilities.

Staff will also be trained on an ongoing basis when changes are made to policies, practices and procedures.

## **Feedback Process**

Customers who wish to provide feedback on the way Mancuso Pools Limited provides services to people with disabilities can provide feedback in the following ways:

- Via email at [info@mancusopools.com](mailto:info@mancusopools.com)
- By phone at 416-743-6464

All feedback, including complaints, will be directed to the president of the company. Customers can expect to hear a response within 7 days.

## **Modifications to this or other policies**

Any policy, practice or procedure of Mancuso Pools Limited that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.