



Accessibility Standard for Customer Service

Date: December 30, 2014

miipe Assistive Devices

- ▶ We ensure that our staff is trained & familiar with various assistive devices we have on site or that we provide, that may be used by customers with disabilities while accessing our goods and services

miipe Communication



- ▶ We will communicate with people with disabilities in ways that take into account their disability

miipe 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

miipe 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

miipe Notice of Temporary Disruption



- ▶ In the event of a planned/unexpected disruption to services or facilities for customers with disabilities, Miipe Inc will notify customers promptly. This clearly posted notice will include information about the reason for disruption, its anticipated length of time, and a description of alternative facilities or service, if available

miipe Training



- ▶ Miipe Inc will provide accessible customer service training to employees, volunteers 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
- ▶ **Individuals in the following positions will be trained:**
All Miipe Inc employees and contractors working directly with our clients

miipe Training includes...



- ▶ An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- ▶ Miipe's plan related to the Customer Service Standard
- ▶ How to interact & 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
- ▶ How to use the equipment or devices on-site or otherwise that may help with providing goods or services to people with disabilities

What to do if a person with disability is having difficulty in accessing Miipe's good's and services?

- ▶ Staff will be trained when changes are made to our accessible customer service plan

miipe Feedback Process



- ▶ Customers who wish to provide feedback on the way Miipe Inc provides goods and services to people with disabilities can provide feedback in the following ways:
 - ▶ Please email us your feedback to: info@miipe.com
- ▶ All feedback, including complaints, will be handled in the following manner:
 - ▶ All feedback will be reviewed with company's CEO
 - ▶ Customers can expect to hear back in 14 days

miipe Notice of Availability



- ▶ Miipe will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following location(s):

www.miipe.com

miipe Modifications/Other Policies



- ▶ Any policy, practice or procedure of Miipe Inc that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed