

## **Accessibility at Debco**

### Providing Goods and Services to People with Disabilities

Debco Bag is committed to excellence in serving all customers including people with disabilities.

### **Assistive Devices**

We will ensure that our staff are trained and familiar with various 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.

### **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.

### **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. Fees will not be charged for support persons.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities at Debco Bag 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 facilities or services, if available.

The notice will be placed at reception and Shipping/Receiving entrance for pick-ups.

**Training:** Debco Bag Distributors will ensure that employees will or have received training regarding the provision of goods and/or services to persons with disabilities. Debco will ensure that every person who deals with members of the public or other third parties on behalf of Debco will be trained. In addition, every person who participates in developing Debco's policies, procedures and practices will also be trained.

The training must include but is not limited to the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirement of the Accessibility Standards for Customer Service
- How employees are to interact and communicate with people with various types of disabilities
- How employees are to interact with people with disabilities who use an assistive device, or require the assistance of a support person or a service animal
- What to do if a person with disabilities is having difficulty accessing Debco's goods and/or services

- Debco's customer service policies, procedures and practices governing the provision of goods and/or services to persons with disabilities

Training will be provided to each person as soon as is practicably possible, preferably upon hire during their orientation session.

Training provided may vary depending on the nature of the work the person is involved in. Training will also include a handout and scenarios will be given and discussed between the trainer and the staff being trained. A training record will be kept providing the dates and who received the training.

### **Feedback Process**

Feedback processes will allow persons to provide feedback in person, in writing, by telephone, by email, online, or by any other method.

Under the following 2 circumstances, staff will record the feedback information the person is providing:

- When feedback is from a person who is unable to provide written information due to their disability
- When feedback is received over the telephone

Staff will ensure information is accurately recorded by repeating back the information.

When a complaint regarding accessibility of goods and services from Debco is received, it will be forwarded to our HR department for response.

HR will respond within 15 days to the person. It will include what actions will be taken to address and/or improve the area of concern. The response will be in whatever method is appropriate for the disabled individual.

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

All feedback, including complaints, will be directed to [accessibilities@debcobag.com](mailto:accessibilities@debcobag.com). Customers can expect to hear back in 15 days.

### **Notice of availability**

Debco will notify the public that our policies are available upon request by posting it on our website.

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

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

This document is available in an alternate format on request.