

Pink Triangle Press

Accessible Customer Service Plan

Pink Triangle Press is committed to equality of outcome in serving all customers, including people with disabilities.

Assistive devices

Press employees who normally deal with the public will be trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

The Press will communicate with people with disabilities in ways that take into account their disability.

Service animals

The Press will allow service animals on the parts of our premises that are open to the public.

Support persons

The Press will allow people with disabilities to be accompanied by a support person on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the Press will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time and a

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description of alternative facilities or services, if available. The notice will be placed in reception areas.

Training for staff

The Press will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf.

This training will be provided for existing employees no later than three months after the promulgation of our *Executive Policy on Service to Persons with Disabilities* and for new employees every three months thereafter.

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard;
- The Press plan related to the customer service standard;
- Interaction and communication with people with various types of disabilities;
- Interaction 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 obtaining the Press's goods and services.

Staff will also be trained when changes are made to this plan.

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Feedback process

Customers who wish to provide feedback on the way the Press provides good and services to people with disabilities can speak to reception customer service representatives or email:

customerservice@pinktrianglepress.com

All feedback will be directed to the Chief Operating Officer. Customers can expect to hear back within seven days.

Complaints will be addressed according to our organization's regular complaint management procedures.