

## ERIS Information LP Customer Service & Accessibility Policy

### AODA Customer Service Policy

#### **General**

ERIS Information LP is committed to excellence and equality in serving our customers. This means that we will provide services to people with disabilities with the same high quality and timeliness as others.

ERIS Information LP put the following policies into practice as required by the *Accessibility for Ontarians with Disabilities Act, 2005*. Our accessible customer service policies are consistent with the following principles: dignity, independence, integration, and equality of opportunity for people with disabilities.

#### **Inclusive Communication**

ERIS Information LP will consider a person's disability when communicating with them. We will work with the person with a disability to determine what communication method works best for them.

#### **Telephone Services**

ERIS Information LP will offer to communicate with customers by other methods, such as: e-mail, if telephone communication is not suitable or not available.

#### **Assistive Devices**

ERIS Information LP is committed to serving persons with disabilities who use assistive devices to obtain our services.

#### **Service Animals and Support Persons**

ERIS Information LP welcomes persons with disabilities who are accompanied by a service animal. Service animals are allowed on the parts of our premises that are open to the public. In the event a service animal must be excluded by law, ERIS Information LP will ensure that other measures are made available to enable the individual to access our services.

ERIS Information LP welcomes persons with disabilities who are accompanied by a support person. At no time will a person with a disability be prevented from having access to his or her support person while on our premises.

#### **Billing**

ERIS Information LP is committed to providing accessible invoices to all customers. For this reason, invoices can be provided in various formats, upon request.

#### **Notice of Temporary Disruption**

ERIS Information LP will notify customers in the event of a planned or unexpected disruption in the facilities or services used by people with disabilities. The clearly posted notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. Notice will be provided by posting the information at a conspicuous place at our facilities, on our web site, or by any other reasonable method, based on circumstances.

The notice will be located at all public entrances and service counters.

### **Feedback Process**

ERIS Information LP welcomes feedback on the accessibility of our goods and services. Members of the public can provide feedback to ERIS Information LP by:

1. E-mailing ERIS at [hr@erisinfo.com](mailto:hr@erisinfo.com)
2. Calling ERIS at (416) 510-5204
3. Providing in-person feedback to any one of ERIS' staff
4. Completing a feedback form available at ERIS' offices

### **Customer Service Training**

ERIS Information LP will provide accessible customer service training to:

- All employees and volunteers
- Anyone involved in developing our policies
- Anyone who provides services or facilities to customers on our behalf

Training will be provided on an on-going basis to employees as they are assigned applicable duties. Additional training will also be provided when there are amendments to our practices, policies, or procedures.

### **Training Will Include:**

- The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standard;
- ERIS' plan related to 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, require the assistance of a service animal, or require the assistance of a support person;
- What to do if a person with a disability is having difficulty in accessing our goods and/or services.

ERIS Information LP will keep records regarding the training provided, including the dates training was provided and the individuals who completed said training.