

# **Accessible Customer Service Plan**

## **Providing Goods and Services to People with Disabilities**

**Jones Pools** 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 assistive devices we have on site or that we provide 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.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities to enter our premises, **Jones Pools** will notify customers promptly. This 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 on our phone message.

### **Training**

**Jones Pools** will provide 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:

**Customer Service Representatives, Sales Associates, Managers, Service Department Staff, Construction Department Staff.**

This training will be provided to staff within 1 month of hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **Jones Pools'** 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 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 accessing **Jones Pools'** goods and services

Staff will also be trained when changes are made to your accessible customer service plan.

### **Feedback process**

Customers who wish to provide feedback on the way **Jones Pools** provides goods and services to people with disabilities can e-mail us at [swim@jonespools.com](mailto:swim@jonespools.com) or call 905-642-9522.

All feedback, including complaints, will be directed to the owners.

Customers can expect to hear back in 3 days.

### **Notice of availability**

**Jones Pools** will notify the public that our policies are available upon request by emailing us at [swim@jonespools.com](mailto:swim@jonespools.com).

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

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