

# Accessibility Standard for Customer Service



# Accessible Customer Service Plan

## Providing Goods and Services to People with Disabilities

**Blue Star Construction Corp.** is committed to excellence in serving all customers including people with disabilities.

### **Assistive devices**

We will ensure that our staff is 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.

- Fees will not be charged for support persons
- Or
- \$0.00 will be charged to the support person for admission to **Blue Star Construction Corp.'s** premises.

We will notify customers of this by posting a notice in the following location(s): **Blue Star Construction Corp. website** ([www.bluestarconstruction.ca](http://www.bluestarconstruction.ca))

## Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities **Blue Star Construction Corp.** 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.

Services/Facilities include:

**35-411 Four Valley Drive, Vaughan, ON L4K 5Y8**  
**35 Maplecrete Road, Vaughan, ON L4K 1A5**

The notice will be made publicly available at the following locations:

**Blue Star Construction Corp. website** ([www.bluestarconstruction.ca](http://www.bluestarconstruction.ca))

## Training

**Blue Star Construction Corp.** 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 Employees**

Staff will be trained on Accessible customer service within **10 Days** after being hired

Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard
- **Blue Star Construction Corp.'s** 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
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. These include:
- What to do if a person with a disability is having difficulty in accessing **Blue Star Construction Corp.'s** good and services

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

## **Feedback Process**

Customers who wish to provide feedback on the way **Blue Star Construction Corp.** provides goods and services to people with disabilities can provide feedback in the following way(s):

**Blue Star Construction Corp. website** ([www.bluestarconstruction.ca](http://www.bluestarconstruction.ca))

**E-Mail** ([info@bluestarconstruction.ca](mailto:info@bluestarconstruction.ca))

All feedback, including complaints, will be handled in the following manner:

**Once received, will be escalated to administration for review & reply; or further escalated to business owner for immediate attention.**

Customers can expect to hear back in **7 days**.

## **Notice of Availability**

**Blue Star Construction Corp.** 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): **Blue Star Construction Corp. website** ([www.bluestarconstruction.ca](http://www.bluestarconstruction.ca))

## **Modifications to this or Other Policies**

Any policy, practice or procedure of **Blue Star Construction Corp.** that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.