

## **Accessibility Standard for Customer Service**

### Accessible Customer Service Plan:

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

MicroAge Basics 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 that may be used by customers with disabilities while accessing our goods and 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 are not applicable and 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 in the retail store or on the website, MicroAge Basics 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 MicroAge Basics, Goderich, and at [www.microagebasics.com](http://www.microagebasics.com).

### **Training for Staff**

MicroAge Basics will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained: customer service representatives, retail staff, and management. This training will be provided to staff within 30 days of date of hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- MicroAge Basics' 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 MicroAge Basics' goods and services

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

### **Feedback process**

Customers who wish to provide feedback on the way MicroAge Basics provides goods and services to people with disabilities can verbally call customer service at 1-800-265-1722 x 0 or e-mail via our website:

[www.microagebasics.com](http://www.microagebasics.com)

All feedback will be directed to our Health & Safety Committee.

Customers can expect to hear back within five weekdays from date of submission of feedback if requested. Complaints will be addressed according to our organization's regular complaint management procedures.

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

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