

## **Accessibility for People with Disabilities Customer Service Policy**

LucasWorks takes pride in delivering excellent customer service. We are committed to accommodating disabilities of any candidate, employee, customer or other general public person working for us or having business with LucasWorks. In accordance with the Accessibility for Ontarians with Disabilities Act we do this by, training our employees on preventative methods and barriers and offering integration and equal opportunity with accommodations in our recruitment, assessment and hiring process when required. As per the Accessibility for Ontarians with Disabilities Act we also have a multiyear Accessibility Plan to ensure we will continue to accommodate disabilities and prevent and removing barriers. Customers who wish to provide feedback on the way LucasWorks provides goods and services to people with disabilities can ask to fill out a LucasWorks Incident Investigation form. If the customer wishes, they may speak to, or email the president, Maureen Lucas, directly. Complaints will be addressed by Maureen Lucas, and the customers can expect to hear back within 5 days of their complaint regarding results of an investigation and the outcome.

**Dignity** – service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people. People with disabilities are not treated as an afterthought or forced to accept lesser service, quality or convenience.

**Independence** – allowing a person with a disability to do things on their own without unnecessary help, or interference from others.

**Integration** – service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternate measure is necessary to enable the person to access goods or services.

**Equal opportunity** – people with disabilities have an opportunity equal to that given to others to access our goods or services.

### **Assistive devices**

We will ensure that our staff is trained and familiar with various assistive devices.

### **Communication**

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

### **Service Animals**

We welcome service animals.

### **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. No fees will 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, LucasWorks will notify customers promptly.

### **Feedback Process**

Customers will be offered a process which to provide feedback on our customer service.

**President:**

**Date:**