

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

R. Paul Martin Construction Co. Ltd. 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, **R. Paul Martin Construction Co. Ltd.** 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 in conspicuous place near the front entrance of the location affected.

Training

R. Paul Martin Construction Co. Ltd. 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
- Data Management Technicians
- Resident Managers

This training will be provided to staff within the first three months of being hired.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **R. Paul Martin Construction Co. Ltd.**'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 accessible equipment available on-site.
- What to do if a person with a disability is having difficulty in accessing **R. Paul Martin Construction Co. Ltd.**'s sites or 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 **R. Paul Martin Construction Co. Ltd.** provides goods and services to people with disabilities can contact management by:

Email: mg@martingroup.ca

Mail: 1473 John Counter Blvd. – Suite 400, Kingston, ON, K7M 8Z6

All feedback, including complaints, will be directed to the manager overseeing that location.

Customers can expect to hear back in **60 days**.

Notice of availability

R. Paul Martin Construction Co. Ltd. will notify the public that our policies are available upon request by posting notification on the website www.martingroup.ca

Modifications to this or other policies

Any policy of **R. Paul Martin Construction Co. Ltd.** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.