

# **TPH® Customer Service Policy**

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

The Printing House Ltd™ (TPH®) is committed to providing accessible customer service to people with disabilities and ensuring our goods and services are offered in a way that respects both their dignity and independence. People with disabilities will have the same opportunity to access TPH®'s goods and services with the same quality, timeline and in a similar way as other Customers.

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

The Printing House Ltd™ is committed to excellence in serving all Customers including People with disabilities and we will carry out our functions and responsibilities in the following areas:

- **Communication**
  - We will communicate with persons with disabilities in ways that take into account their disability
  - We will train our Employees who communicate with Customers on how to interact and communicate with various types of disabilities.
- **Telephone Services**
  - We are committed to providing fully accessible telephone service to our Customers.
  - We will train our Employees to communicate with Customers over the telephone in clear and plain language and to speak clearly and slowly.
  - We will offer to communicate with Customers by Email and/or Relay Services if telephone communication is not suitable to their communication needs or is not available.
- **Assistive Devices**
  - We are committed to serving people with disabilities that use assistive devices to obtain, use or benefit from our goods and services.
  - We will ensure that our Employees are trained and familiar with various assistive devices that may be used by our Customers with disabilities while access our goods and/or services.
- **Billing**
  - We are committed to providing accessible invoices to all of our Customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print and/or email.
  - We will answer any questions Customers may have about the content of their invoice in person, by telephone or by email.

### **Use of Service Animals**

The Printing House Ltd™ is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that our Employees who deal with the public are appropriately trained in how to interact with People with disabilities who are accompanied by a service animal.



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## **Use of Support Person**

The Printing House Ltd™ is committed to welcoming people with disabilities who are accompanied by a Support Person onto the parts of our premises that are open to the public and other third parties. At no time will a Person with a disability who is accompanied by a Support Person be prevented from having access to his or her Support Person while on TPH® premises.

There are no admission fees for any Customer to attend a TPH® location and therefore there is no fee for the Support Person.

## **Notice of Temporary Disruption**

TPH® will provide Customers with notice in the event of a planned or unexpected disruption to the facilities or services usually used by people with disabilities to access our goods or services. The notice will include information about the reason for the disruption, the anticipated duration and a description of alternative facilities or services if available. We may not be able to give adequate notice in case of an unexpected, emergency or temporary disruption.

In order to make information accessible, signs and printed notices will be clearly laid out and of sufficient size to be easily readable.

When appropriate, notices will be posted on the Company's website. Signs will be displayed prominently at public entrances, service counters and/or the reception area of TPH® locations.

## **Training for TPH® Employees**

The Printing House Ltd™ will provide training to all Employees, volunteers and others who deal with the public on our behalf and all those who are involved in the development and approval of Customer Service policies, practices and procedures. Training will be provided as part of an Employee's orientation program, and will occur no later than 14 days after hire. Employees will be trained on the policies, practices and procedures that affect the way goods and services are provided to People with disabilities. Training will occur on an ongoing basis when changes are made to these policies, practices and procedures.

Training will include the following topics:

- A review of the purposes of the Customer Service Policy for Providing Goods and Services to People with Disabilities;
- How to interact and communicate with people with various types of disabilities
- How to interact with persons with disabilities who use assistive devices 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 TPH's goods and services
- TPH's practices and procedures relating to the Customer Service Standard

**Note:** for Ontario Employees training will also include a review of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard



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## **Feedback Process**

At TPH, we aim to exceed all of our Customers' expectations this is inclusive while serving Customers with disabilities. Comments from the public on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way TPH® provides goods and services to people with disabilities can be made by made in person, by telephone, mail, email or other reasonable method. All feedback will be directed to and reviewed by the Office of the President; Customers can expect a response within 2 business days.

## **Modifications to this or other Policies**

We are committed to developing Customer Service policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of The Printing House Ltd™ that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

## **Questions about this Policy**

If anyone has a question about this policy or if the purpose of a policy is not understood, an explanation will be provided by Manager at the TPH® location or can be directed to The Office of the President.

