170 Webster Road
Kitchener, ON
N2C 2E6

Tel: 519-747-7213
Email: office@btrgroup.ca
Web: www.btrgroup.ca
ESA/ECRA License #7000388

ACCESSIBLE CUSTOMER SERVICE PLAN

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

BTR Group Inc. is committed to excellence in serving customers of all abilities. The majority of our services are provided directly at the customer's site, and as such, our accessible customer service plan is limited to the resources available at each individual customer's site. Services available at our business location are limited to administrative and consultative services, including but not limited to, project consultation and scheduling, payment options and customer feedback, and as such, will be made accessible to customers of all abilities as set out below.

Assistive devices

We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our 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 in our reception and office area only.

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, in the reception and office area only. Admission charges are not applicable to support persons nor otherwise.

Notice of Temporary Disruption

We currently do not have any services or facilities on-site that are specific to persons with disabilities. However, in the event of a planned or unexpected disruption to service or facilities for customers with disabilities for which we are servicing, BTR Group Inc. will verbally notify the customer. It is then the customer's responsibility to notify potential users that the service is temporarily unavailable.

Training for Staff

BTR Group Inc. will provide training to employees who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained: management, office staff, and all service technicians, including apprentices. This training will be provided to employees within the first 2 weeks of hire during the onboarding process.

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Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- BTR Group Inc.'s accessible customer service plan
- 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 support person
- What to do if a person with a disability is having difficulty accessing BTR Group Inc.'s goods and services.

Employees will also be trained when changes are made to the accessible customer service plan.

Feedback Process

Customers who wish to provide feedback on the way BTR Group Inc. provides goods or services to people with disabilities can provide feedback in writing, by mail or e-mail; or verbally in person, over the phone or by telephone relay service. All feedback will be directed to the President and Office Manager. Customers can expect to hear back within 10 business days, in the same manner the feedback was received. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

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