



# Accessible Customer Service Plan

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

Flame-Tamer Fire & Safety Ltd. is committed to excellence in serving all customers including people with disabilities.

### **Assistive Devices**

We will ensure that our staffs 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.

### **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 will not be charged for support persons.

Flame-Tamer Fire & Safety Ltd. will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained: Customer Service Representatives and Managers.

This training will be provided to staff within 2 weeks of hire.

### **Training will include:**

An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standards.

- Flame-Tamer Fire & Safety 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.
- What to do if a person with a disability is having difficulty in accessing Flame-Tamer Fire & Safety Ltd.'s facility.
- Staff will also be trained when changes are made to your plan.

### **Feedback process**

Customers who wish to provide feedback on the way Flame-Tamer Fire & Safety Ltd. provides goods and services to people with disabilities can either call 1-800-268-0146 or e-mail us at [sales@flametamer.ca](mailto:sales@flametamer.ca).

All feedback, including complaints, will be directed to Margret Michon or Julie Michon.

Customers can expect to hear back within 3 business days.

Any policy of Flame-Tamer Fire & Safety Ltd. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.