

ACCESSIBILITY CUSTOMER SERVICE PLAN

Moltec International is committed to the excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our employees are familiar with various assistive devices (wheel chair, crutches, oxygenates)

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 Moltec International 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 our main lobby at 2699 Bristol Circle, Unit 2 Oakville, ON and on our website.

Training

Moltec International will provide training to employees, contractors 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: all employees. This training will be provided to staff within a week after hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard Moltec International 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 enter our office.

Staff will also be trained when changes are made to our plan.

Feedback Process

Customers who wish to provide feedback including complains on the way Moltec International provides goods and services to people with disabilities can enter them via e-mail to lveselic@moltecininternational.com or lmoller@moltecininternational.com
Customers can expect to hear back within a week.

Notice of Availability

Moltec International will notify the public that our policies are available upon request by posting them on our website or by posting a notice in our lobby at 2699 Bristol Circle, Unit #2

Modifications to this or other policies

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