

Accessible Customer Service Plan

Campana Systems is committed to excellence in serving all customers including people with disabilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Assistive devices

We are committed to serving customers with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

Service animals

A person with a disability who is accompanied by a service animal will be allowed to have that service animal accompany them on our premises. 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 or to attend meetings or training sessions provided by Campana Staff at other locations. Fees will not be charged for support persons.

Training for staff

Campana Systems will provide training to all employees who interact with customers or with the general public.

New employees who interact with customers will be trained within 6 (six) months of hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard's 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 a support person
- What to do if a person with a disability is having difficulty in accessing Campana's offices or services



Staff will also be trained if/when changes are made to the Accessibility for Ontarians with Disabilities Act, or to this Accessible Customer Service Plan.

Feedback process

Feedback regarding the way Campana Systems provides services to customers with disabilities can be made by email, verbally, or in writing (to the address below). All feedback will be directed to the Director of HR and Corporate Development. Customers can expect to a response in 5 (five) business days.

Campana Systems
Attn: Director of HR and Corporate Development
99 Randall Drive
Waterloo, ON
N2V 1C5

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Campana Systems will notify customers promptly. This 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.

Modifications to this or other policies

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