



268 Wallace Rd  
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www.battano.ca



## Customer Service Policy & Procedures

Providing Assistance & Services to People with Disabilities

### Our mission

The mission of Battano Construction is to provide assistance to those with disabilities.

### Our commitment

In fulfilling our mission, Battano Construction has developed this policy for its workers, the public and contractors using the principles of independence, dignity, integration and equality of opportunity.

### Providing services to people with disabilities

Battano Construction is committed to excellence in assisting its workers, the public and its contractors, including people with disabilities and we will carry out our functions and responsibilities in the following areas:

- We will communicate with people with disabilities in ways that take into account their disability
- We will train staff on how to interact and communicate with people with various types of disabilities
- We will assist those with disabilities in negotiating the necessary detours that our job sites create
- We are committed to providing fully accessible telephone service to our employees and customers. We will train staff to communicate with other employees and customers over the telephone in clear and plain language and to speak clearly and slowly
- We will offer to communicate with employees and customers by email, fax or mail if telephone communication is not suitable to their communication needs or is not available
- We will ensure that our staff are trained and familiar with various assistive devices that may be used by people with disabilities
- We are committed to providing accessible documents to all of our employees and customers. For this reason, documents will be provided in the following formats on request:
  - Hard copy
  - Large print
  - Fax
  - Email
- We will answer any questions employees and customers may have about the content of the document in person, by telephone, or email.

### Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a support person or service animal. We will also ensure that staff are properly trained in how to interact with people with disabilities who are accompanied by a service animal and 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 our premises.

### Notice of temporary disruption

Battano Construction will provide employees and customers with notice in the event of a planned or unexpected disruption in the facilities usually used by people with disabilities. This notice will include information about the reason for the disruption and its anticipated duration.

## **Employment**

Battano Construction welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

## **Training for staff**

Battano Construction will provide training to all employees. This training will be provided on start of employment and updated every 3 years.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the 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
- Battano Construction's policies, practices and procedures

Staff will be trained on policies, practices and procedures that affect the way that services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

## **Feedback process**

The goal of Battano Construction is to meet and surpass expectations while assisting its employees, the public and contractors with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Battano Construction provides assistance to people with disabilities can be made by email, fax, telephone, verbally or through our website. All feedback will be directed to administration. Providers of feedback can expect to hear back within 7 days.

Complaints will be addressed accordingly on an individual basis.

## **Modifications to this or other policies**

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

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

## **Questions about this policy**

This policy exists to achieve service excellence to people with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to Battano Construction administration.

This policy along with notice on feedback/feedback forms are available on the Battano Construction website ([www.battano.ca](http://www.battano.ca)), at the Battano Construction office located at 268 Wallace Rd North Bay, and with each site foreman.

  
Nick Battigaglia, President