



AODA Standard for Customer Service Policy

STATEMENT OF COMMITMENT

Bay-Lynx Manufacturing Inc. (Bay-Lynx) is committed to providing service excellence and innovative products of the highest quality in a way that respects the dignity and independence of all people. This organization will meet the needs of people with disabilities by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

SCOPE

This policy applies to all employees and people acting on behalf of Bay-Lynx who as part of their job function interact and provide service to our customers, suppliers and the general public. This policy also applies to all facilities which are deemed accessible to the general public (i.e. common reception and meeting areas).

RESPONSIBILITY

It is the responsibility of the department supervisors, general managers and Bay-Lynx ownership to ensure all employees follow the guidelines and procedures of this policy and are trained in the practices under Accessibility Standards for Customer Service. Staff training will be provided on an annual basis and as policies change.

PROCEDURES

Bay-Lynx is committed to excellent interaction with customers, vendors, delivery persons and the general public including those with disabilities. We will abide by the needs of individuals who require assistance in the following areas, or other circumstances as communicated to us.

Assistive devices – communication or cognition aids, personal mobility and/or medical aids can be accommodated in our reception areas and a boardroom space for meetings etc.

Service Animals and Support Persons; paid professionals, volunteer, family member or friend who accompany a person with a disability are welcome in public areas of our facility for the access of goods, services or information.

FEEDBACK PROCESS

The goal of Bay-Lynx is to meet and surpass customer expectations while serving people with disabilities. Comments on our service or experiences with our staff or facilities are welcomed and can be communicated with our Accessibility Feedback Form found on our website. Comments warranting investigation will be responded to within 30 days of receipt.

NOTICE OF TEMPORARY DISRUPTION

Bay-Lynx will provide customers with notice in the event of a planned or unexpected disruption in the facilities or existing services available for people with disabilities. This notice will include the reason for the disruption, its anticipated duration and a description of alternative facilities or services if available. This notice will be provided to individuals directly who request specific accommodation at our facility or with services provided.

NOTICE OF AVAILABILITY

A copy of our Accessibility Policy can be obtained by contacting our HR Department.

MODIFICATIONS TO THIS OR OTHER POLICIES

Bay-Lynx is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no change will be made to this policy before considering the impact on people with disabilities.

RECORD KEEPING

Bay-Lynx will maintain accurate records of training delivered to our employees, managers and supervisors along with feedback requests and the outcome of any investigations. These records are available for inspection to government officials who request them.

FOR MORE INFORMATION

Contact our Human Resources Department by Phone: 905-304-3900 ex 238 or Email hr@bay-lynx.com