

Accessibility Standard for Customer Service Plan

Location: London, ON	Created: 12/15/2012
1015 Hargrieve Road	
	Reviewed & Revised: 07/18/2013
Certified:	Don English, President

West Coast Transportation's Policy:

West Coast Transportation's policy to provide accessible customer service is focused on treating all customers with dignity and respect. Greeting every customer with "How may I help you?". West Coast Transportation employee's are instructed to give support and assistance whenever needed.

West Coast Transportation's Purpose:

West Coast Transportation is committed to promoting a barrier-free environment for persons accessing our services and facility.

West Coast Transportation's Objectives:

Identify, prevent and remove barriers to persons with disabilities.

*Make our accessibility plan available to the public via our web-site.

*Train our employees: Office, Dispatch, Local and Long Haul Employees.

*Monitor our progress through feedback and evaluate any proposed corrective procedures and implement said procedures.

West Coast Transportation's Procedures:

Identify, prevent and remove barriers

Keep Front Entrance and Warehouse entrance clear to provide unobstructed access to the building at all times.

Provide alternative methods of communication, including pen and paper, reading of materials to customer, retreat to quiet area for better hearing, and computer assistance when necessary.

Service Animals always welcome, along with any Support persons.

Offering support when needed, free of charge.

West Coast Transportation's Public Communication:

West Coast Transportation's Accessibility Customer Service Plan will be posted on our website at www.westcoasttransportation.ca.

In the event that a temporary barrier exists preventing access to our building and services, a sign will be posted at the main entrance of the building at 1015 Hargrieve Road, London, ON.

West Coast Transportation's Customer Service Training:

Training will be provided to help staff that provide goods or services to the public to understand their responsibility under the customer service standard to provide customer service to people with disabilities. To comply with the Accessibility for Ontarians with Disabilities Act, 2005 and the Accessibility Standards for Customer Service, Ontario Regulation 429/07, all new West Coast Transportation staff will receive training upon orientation.

West Coast Transportation's Accessibility Plan Review and Monitoring Process

The Accessibility Plan will be reviewed on an annual basis and updated as required. Customers wishing to provide feedback on West Coast Transportation's methods of providing goods and service to people with disabilities is welcome to contact us by telephone at 519-685-2150, or email at info@westcoasttransportation.ca. All feedback will be dealt with in a timely fashion. It is our objective to respond by the next business day.