

## **OUR MISSION**

ACAPULCO POOLS/GALL CONSTRUCTION is committed to be the leader in the construction of prominent aquatic facilities in North America.

## **OUR COMMITMENT**

In fulfilling our mission, ACAPULCO POOLS/GALL CONSTRUCTION strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

## **PROVIDING GOODS AND SERVICE TO PEOPLE WITH DISABILITIES**

ACAPULCO POOLS/GALL CONSTRUCTION is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

### **COMMUNICATION**

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

### **TELEPHONE SERVICES**

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by e-mail or other services if telephone communication is not suitable to their communication needs or is not available.

### **ASSISTIVE DEVICES**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and 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 goods or services.

### **BILLING**

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, or e-mail. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

## **USE OF SERVICE ANIMALS AND SUPPORT PERSONS**

ACAPULCO POOLS/GALL CONSTRUCTION is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

If the service animal is not easy to identify, it is possible that the person may be asked to provide documentation from a regulated health professional, which confirms that the service animal is required for reasons relating to their disability.

ACAPULCO POOLS/GALL CONSTRUCTION is also committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter ACAPULCO POOLS/GALL CONSTRUCTIONS premises with his or her support person. 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.

If at any time ACAPULCO POOLS/GALL CONSTRUCTION requires a person to be accompanied by a support person for health and safety reasons, before the decision is made ACAPULCO POOLS/GALL CONSTRUCTION will consult with the person to understand their needs and use available evidence to determine whether there is no other reasonable way to protect the health and safety of the person or others on the premises. Any admission or related fees would be waived for the support person.

### **NOTICE OF TEMPORARY DISRUPTION**

ACAPULCO POOLS/GALL CONSTRUCTION will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises.

### **TRAINING FOR STAFF**

ACAPULCO POOLS/GALL CONSTRUCTION will provide training to all employees, volunteers and others who deal with the public or sub-contractors on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

*This training will be provided at orientation or as soon as practicably reasonable after staff commence their duties. Training will include the following:*

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 the company's goods and services
- ACAPULCO POOLS/GALL CONSTRUCTIONS policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and 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 ultimate goal of ACAPULCO POOLS/GALL CONSTRUCTION is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way ACAPULCO POOLS/GALL CONSTRUCTION provides goods and services to people with disabilities can be made by e-mail, over the phone or in person. Upon request, other accessible formats and communication supports will be made available for any comments or questions regarding ACAPULCO POOLS/GALL CONSTRUCTIONS accessible customer service.

All feedback will be directed to the H&S Manager. Customers can expect to hear back in 7 days. Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

**MODIFICATIONS TO THIS OR OTHER POLICIES**

We are committed to developing customer 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 ACAPULCO POOLS/GALL 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 customers with disabilities. If anyone has a question about the policy, or if the purpose of the policy is not understood, an explanation should be provided by, or referred to, Human Resources or the Health & Safety Manager at ACAPULCO POOLS/GALL CONSTRUCTION.