



## Accessible Customer Service Policy

### Our mission

The mission of The Canadian Payroll Association is Payroll Leadership through Advocacy and Education

### Our commitment

In fulfilling our mission, The Canadian Payroll Association 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

The Canadian Payroll Association 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, volunteers and others who communicate with customers on how to interact and communicate with people with various types of disabilities.

#### Telephone services

We will train staff, volunteers and others to communicate with customers over the telephone in plain language, speaking clearly and slowly.

We will offer to communicate with customers by email 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. People with disabilities may use their own assistive devices as required when accessing our goods or services. We will ensure that our staff, volunteers and others are familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

### 3.4 Billing

Invoices will be provided in hard copy, and upon request by email, to promote increased accessibility.

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

### People accompanied by support person

We are 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 The Canadian Payroll Association 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 payment is required by a support person to attend any Canadian Payroll Association event, the Association will ensure that advance notice is given by ensuring the appropriate admission fees are shared within our communications with the person with the disability.

### People accompanied by service animals

We are 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.

### Notice of temporary disruption

The Canadian Payroll Association 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.

### Training

The Canadian Payroll Association will provide training to all employees, volunteers and others who deal with the public or other third parties 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 as soon as practicable.

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 Canadian Payroll Association's goods and services
- The Canadian Payroll Association's policies, practices and procedures relating to the customer service standard.

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

## **Feedback process**

The ultimate goal of The Canadian Payroll Association 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 The Canadian Payroll Association provides goods and services to people with disabilities will be readily available in a variety of methods.

## **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 The Canadian Payroll Association that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **Notice and availability**

This policy is available upon request and in a format that will take into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by The Canadian Payroll Association and on our website.

## **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 a policy is not understood, an explanation should be provided by, or referred to, the Accessibility Coordinator of The Canadian Payroll Association.