



**ACCESSIBILITY
STANDARD
for
CUSTOMER SERVICE**

**Head Office:
1375 Hopkins Street
Unit 3
Whitby, Ontario
L1N 2C2**

Overview of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA), is a law passed by the Ontario legislature that allows the government to develop specific standards of accessibility and to enforce them. Under this legislation, the government of Ontario developed mandatory accessibility standards aimed to identify, remove, and prevent barriers for people with disabilities.

Commitment to Accessibility: Providing Products and Services to People with Disabilities

The ultimate goal of Excell Communications 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.

Excell Communications is committed to excellence in serving all customers including people with disabilities. Our mission is to provide a customer experience that responds to the unique needs and the diversity of our customers.

Customer service policies, practices, and procedures are developed, implemented, and integrated with other business strategies and initiatives to create an inclusive customer-centric culture. In fulfilling our mission, we are committed to providing products and services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our products and services and allow them to benefit from the same services in the same place and in a similar way as other customers. We are committed to creating an environment in which people with disabilities are comfortable in expressing their disability and requesting accommodation for their disability.

Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use, or benefit from our products and services. We will ensure that our employees are trained and familiar with assistive devices that may be used by customers with disabilities while accessing our products and services.

We will also ensure that our employees receive training on how to use any assistive devices that we make available at our locations for customers with disabilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will train our employees on how to interact and communicate with people with various types of disabilities - visible and non-visible.

Telephone Services

We are committed to providing fully accessible telephone service to our customers. We will train our employees to communicate with customers over the telephone in plain language and to speak clearly and slowly.

We will offer to communicate with customers by their preferred means of communication if telephone communications are not suitable or not available.

Service Animals

We are committed to welcoming people with disabilities who are accompanied by a service animal in areas of our locations that are open to the public and other third parties. We will ensure that our employees are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Examples of commonly used service animals: dogs and monkeys. Reptiles and exotic animals are not typically recognized as service animals. If it is not readily apparent that an animal is a service animal, the person with a disability may be requested to provide documentation from a regulated health professional certifying the animal is required for reasons relating to their disability.

At no time will a person with a disability who is accompanied by a service animal be prevented from having access to his/her service animal while at our locations. The service animal will be accommodated in order to be comfortable and to best serve the person with a disability.

While visiting our locations, the person with the service animal will be responsible for control of the service animal at all times.

In the event that an employee, customer, or other visitor is allergic to animals, alternative arrangements will be presented to best serve all parties.

Support Persons

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 our locations 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/her support person. The support person will be accommodated in order to be comfortable and to best serve the person with a disability.

To comply with the Privacy Act, expressed consent from the person with a disability is required when communicating private issues related to the person with a disability in the presence of a support person.

In cases where a health or safety concern exist, we may require a person with a disability to be accompanied by a support person.

Before deciding if a support person will be required, we will:

- Consult with the person with a disability to understand their needs;
- Conduct a health and safety risk assessment based on available information;
- Determine if there is no other reasonable alternative to protect the health or safety of the person with a disability or others on the premises.

Fees

Fees will not be charged for support persons.

Notice of Temporary Disruption

Excell Communications will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services used by people with disabilities. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters of our locations. Planned long-term disruptions will be communicated to customers on our Web Site and advertising media as appropriate.

Services / Facilities Include:

See list of locations above.

The notice will be made publicly available at the above locations, and on the Excell Communications Web Site: www.excell.ca

Training

Excell Communications will provide training on accessible customer service and how to interact with people with disabilities to all employees, volunteers or others dealing with the public on our behalf.

Employees will be trained on Accessible Customer Service within 30 days after being hired.

Training will include:

- a. An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard
- b. What 'Disability' means and the ability to identify disabilities
- c. Excell Communications' plan related to the customer service standard
- d. How to interact and communicate with people with various types of disabilities – visible and non-visible
- e. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- f. How to use applicable assistive devices and equipment

- g. What to do if a person with a disability is having difficulty in accessing Excell Communications' products and services
- h. How a person with a disability can provide feedback

Employees will also be trained when changes are made to our accessible customer service plan.

Feedback Process

The ultimate goal of Excell Communications 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.

Customers who wish to provide feedback on the way Excell Communications provides products and services to people with disabilities can provide feedback in person, by telephone, by Email, by mail, or by any other methods preferred by the person with a disability in the following manner:

By Phone	By Email	By Mail
Accessibility Services Hours of Operation: Monday to Friday, 9:00 AM to 5:00 PM Tel: 905-641-1919, Ext. 1300	accessibility@excell.ca	Excell Communications 1375 Hopkins St., Unit 3 Whitby, ON L1N 2C2

- Contact a Store Manager
- Contact our Head Office
- Visit our Web Site

Upon request, we will allow our feedback process to be accessible by providing arrangements for accessible formats and communication supports to people with disabilities.

All employees are responsible for accepting feedback and forwarding it directly to their immediate manager within a reasonable time to effectively address the feedback and to minimize the consequences for the person with disabilities.

All employees are empowered to take immediate action to minimize the consequences for all parties.

Feedback is documented and acknowledged with the customer directly within 24 hours of receipt and with an explanation of the next steps, and an estimate of the time frame in which the matter will be addressed.

Feedback and resolutions are reviewed during regularly scheduled department and management meetings.

Notice of Availability

Excell Communications will notify the public that our documents related to the Accessibility Plan for Customer Service are available upon request at the following locations listed below. In this notice, it will be stated that our documents are also accessible on our website at www.excell.ca.

**Excell Communications –
Head Office**
1375 Hopkins St., Unit 3
Whitby, ON L1N 2C2
Tel: 905-686-1212

Bell – Mississauga
3021 Argentia Rd. #106
Mississauga, ON L5N 8P7
Tel: 905-629-1212

Bell - Beamsville Town Centre
4961 King St. E.
Beamsville, ON L0R 1B0
Tel: 905-563-9090

Bell - Whitby Mall
1615 Dundas St. E., Unit 22
Whitby, ON L1N 2L1
Tel: 905-725-1212

Bell - Shops at Don Mills
44 Clock Tower Rd., #M3
Don Mills, ON M3C 0G3
Tel: 416-441-1212

**Bell - SmartCentres
St. Catharines**
420 Vansickle Rd., Unit J6B
St. Catharines, ON L2C 0C7
Tel: 905-641-2355

Bell –SmartCentres Whitby NE
30 Taunton Rd. E.
Whitby, ON L1R 0A1
Tel: 905-655-1200

Bell - Eglinton Square
104 Eglinton Square
Scarborough, ON M1L 2K1
Tel: 416-750-9340

Bell – McLeod Square
7885 McLeod Rd.
Niagara Falls, ON L2H 0G5
Tel: 905-374-2355

Bell - Durham Centre
206-135 Harwood Ave. N.
Ajax, ON L1Z 1E8
Tel: 905-683-1212

Virgin Mobile - Eglinton Square
1 Eglinton Square, #K8
Scarborough, ON M1L 2K1
Tel: 416-615-2543

Bell – Seaway Mall
800 Niagara St.
Welland, ON L3C 5Z4
Tel: 905-788-2355

Bell - Pickering Town Centre
1355 Kingston Rd., Unit 47
Pickering, ON L1V 1B8
Tel: 905-837-1212

Bell – Richmond Hill
1070 Major Mackenzie Dr. E.
Richmond Hill, ON L4S 1P3
Tel: 905-884-6135

Bell – Gerrard Square
1000 Gerrard St. E.
Toronto, ON M4M 3G6
Tel: 416-463-5814

Bell - Portage Place
1154 Chemong Rd.
Peterborough, ON K9H 7J6
Tel: 705-749-1212

Bell – One York
110 Harbour St., Unit 212
Toronto, ON M5J 2L9
Tel: 416-798-1212

Bell – Hillside Place
307 Toronto St. S.
Uxbridge ON, L9P 1S9
Tel: 905-862-3255

Bell - Lindsay
229 Kent St. W.
Lindsay, ON K9V 2Z1
Tel: 705-324-9000

Virgin Mobile - Lindsay
233 Kent St. W.
Lindsay, ON K9V 2Z1
Tel: 705-928-6155

Modifications to this or other policies

Excell Communications is 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 other company policy, practice, or procedure that does not respect and promote the dignity and independence of people with disabilities will be revised or removed.

New business strategies and initiatives, policies, practices, and procedures will be reviewed before approval and implementation to ensure that dignity and independence of people with disabilities is respected and promoted.

Questions about this Policy

This policy exists to achieve service excellence with customers with disabilities. If anyone has a question about this policy or if the purpose of any part of this policy is not understood, an explanation will be provided by someone on the Senior Management Team or a Store Manager.

Format

Upon request, this policy is accessible in print or other format within a reasonable amount of time.