



STATEMENT OF COMMITMENT

Miska Trailer Factory will meet the requirements of the Ontario government for compliance to AODA Act 2005, including goods and services to persons with disability in a way that is consistent with the principles of independence, dignity, equal opportunity, and respect.

AODA - ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY

This policy applies to all employees at Miska Trailer Factory. It is recognized that there are many forms of disability including physical, mental, developmental, and learning disabilities. Whether a person's disability is apparent or not, Miska Trailer Factory is committed to having all individuals treated with courtesy, made welcome, and have their needs respected by all Miska Trailer Factory employees.

COMMUNICATION

Miska Trailer Factory employees will communicate with people with disabilities in a way that considers their disability. This may include the following:

Telephone Service

We are committed to providing full accessible telephone service to our customers, within our regular operating hours. We will communicate with people with disabilities in ways that consider their disability. We will train our employees on how to interact and communicate with people with disabilities. We will ensure to implement alternative methods for communication available to ensure our customers have access to the communication approach that best meets their needs, such as email if telephone communication is not available.

Accessible Formats and Communications Supports

Upon request, Miska Trailer Factory will arrange for the provision of accessible formats and communications supports for persons with disabilities.

Web Accessibility

Miska Trailer Factory is working towards ensuring that all new websites and website content within its control conform to WCAG 2.0 in accordance with the Integrated Accessibility Standards Regulation.

USE OF SERVICE ANIMALES, SUPPORT PERSONS, AND ASSISTIVE DEVICES

Miska Trailer Factory employees will accommodate persons using assisted device, service animals and any support person(s) accompanying person(s) with disabilities.

ACCESS TO SERVICES AND SALES

Services and sales at Miska Trailer Factory are provided via phone, email, and directly to Customers. Customers visiting our facility have access to the front office, but factory tours are restricted due to safety concerns. Access to the main sales office and washrooms are possible.

TEMPORARY DISRUPTIONS

Miska Trailer Factory will provide notice of a temporary disruption of facilities or services, including reason for disruption, update regarding their trailer service, pick ups and licensing. The notice will be posted on the public entrance and website and automated phone services. For example, if there is a disruption in the accessible public washroom, a notice will be placed near the washrooms.

DESIGN OF PUBLIC SPACES

Miska Trailer Factory is designed to provide accessible space for customers to enter the facility. Miska Trailer Factory includes accessible entrance and parking at ground level. Miska Trailer Factory will ensure it complies with the Integrated Accessibility Standards Regulation's design of public spaces standards and Ontario Building Code.

EMPLOYEE TRAINING

Miska Trailer Factory provides all employees with computer-based training on how to interact with persons with disabilities, the appropriate ways to communicate and interact with persons with disabilities and applicable requirements of the AODA Act.

FEEDBACK PROCESS

Customers who wish to provide feedback on the way Miska Trailer Factory provides goods and services to people with disabilities can do so by contacting our Customer Service Department:

Phone: 905-689-6818

Email: sales@miskatrailers.com

Mail: Miska Trailer Factory
1064 Highway 6 North
Hamilton, ON
L8N 2Z7

The privacy of all individuals that submit feedback will be respected and treated confidential where necessary. Feedback will be reviewed, and corrective action implemented whenever possible. Where possible, complaints will be addressed immediately. Individuals that offer feedback can expect to receive an acknowledgement of receipt within five (5) business days. The individual will also be given an update when the complaint has been addressed and details of any corrective action implemented. The reason to feedback will be given in a manner that is accessible to the person providing the feedback, and any other method that may be requested.

AVAILABLE DOCUMENTS

Documents related to the Customer Service Standard of the Accessibility for Ontarians with Disabilities Act (AODA) will be made available upon request in an accessible format to the persons with disabilities. Requests can be made by mail, by phone or in person.

Address: 1064 HWY 6 North, Hamilton ON, L8N 2Z7
Phone: 905-689-6818

CHANGES OR MODIFICATIONS TO EXISTING POLICIES

Miska Trailer Factory will remain committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities, in accordance with the *Accessibility for Ontarians with Disabilities Act*. Any policies of this organization that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.