

# **Archaeological Services Inc. Customer Service Policy Statement: Providing Goods and Services to People with Disabilities**

## **1. Our mission**

Archaeological Services Inc. (ASI) is a Canadian-owned company that was founded in 1980 in response to increasing public awareness of the importance of Ontario's heritage. With offices in Toronto and Burlington, we are the largest archaeological consulting firm in Ontario. Archaeological Services Inc. provides a variety of services to both private and public sector clients including both archaeological and built heritage resource/cultural landscape pre-development assessments, large-scale heritage planning studies for municipalities, as well as Stage 4 salvage excavation of archaeological sites. The mission of Archaeological Services Inc. is to *best conserve our cultural heritage legacy in every planning and development context.*

## **2. Our commitment**

In fulfilling our mission, Archaeological Services Inc. strives at all times to provide its services in a way that respects the dignity and independence of our clients with disabilities. We are also committed to giving clients with disabilities the same opportunity to access our services and allowing them to benefit from the same services in a similar way as other clients.

## **3. Providing goods and services to people with disabilities**

Archaeological Services Inc. is committed to excellence in serving all clients including people with disabilities and we will carry out our functions and responsibilities in the following areas:

### **3.1 Communication**

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

We will train our staff who communicate with clients on how to interact and communicate with people with various types of disabilities.

### **3.2 Telephone services**

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

We will offer to communicate with clients in person or by direct mail or e-mail if telephone communication is not suitable to their communication needs or is not available.

### 3.3 Assistive devices

We are committed to serving clients with disabilities who use assistive devices to use our services. We will ensure that our staff members are familiar with various assistive devices that may be used by clients with disabilities while accessing our services.

### 3.4 Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided by hard copy or e-mail (.pdf format for large print if desired).

We will answer any questions clients may have about the content of the invoice in person, by telephone or e-mail.

### 3.5 Reports

We are committed to providing accessible reports to all of our clients. For this reason, reports will be provided by hard copy or e-mail (.pdf format for large print if desired). The results of our assessments, as detailed in our reports, will be offered to clients by telephone should they so desire.

## **4. Use of service animals and support persons**

We are committed to welcoming clients with disabilities who are accompanied by a service animal to our premises to discuss our services or the results of our services. We will also ensure that all staff members are properly trained in how to interact with clients with disabilities who are accompanied by a service animal.

We are committed to welcoming clients with disabilities who are accompanied by a support person. Any client with a disability who is accompanied by a support person will be allowed to enter the premises of Archaeological Services Inc. with his or her support person. At no time will a client 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.

## **5. Notice of temporary disruption**

Archaeological Services Inc. will provide clients with notice in the event of a planned or unexpected disruption in the services (e.g., telephone or e-mail) usually used by our clients with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative services, if available.

## **6. Training for staff**

Archaeological Services Inc. will provide training to all employees who deal with clients and all those who are involved in the development and approvals of client service

policies, practices and procedures. In fact, all full-time staff members will be trained. This training will be provided during employee orientation during the first week that 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 clients with various types of disabilities
- How to interact with clients 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 our services
- Archaeological Services Inc.'s policies, practices and procedures relating to the customer service standard.

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

All staff members have also completed the Ministry of Community and Social Services online learning module:

[http://www.mcass.gov.on.ca/mcass/serve-ability/HTML\\_Eng/screen01.html](http://www.mcass.gov.on.ca/mcass/serve-ability/HTML_Eng/screen01.html)

## **7. Feedback process**

The ultimate goal of Archaeological Services Inc. is to meet and surpass client expectations while serving clients with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way we provide services to people with disabilities can be made by e-mail ([accessibility@iasi.to](mailto:accessibility@iasi.to)) or telephone (416-966-1069). All feedback should be directed to Dr. Ron Williamson, Accessibility Officer. Clients can expect to hear back within 48 hours.

Complaints can also be addressed to Dr. Williamson.

## **8. Modifications to this or other policies**

We are committed to developing client 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 that does not respect and promote the dignity and independence of clients with disabilities will be modified or removed.

## **9. Questions about this policy**

This policy exists to achieve service excellence to clients 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, Dr. Ron Williamson, Accessibility Officer.