

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

JEWELL ENGINEERING INC.

is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

Communication

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

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

- Fees will not be charged for support persons

or

- \$ _____ will be charged to the support person for admission to

_____ 's premises.

We will notify customers of this by posting a notice in the following location(s): _____

Accessible Customer Service Plan continued

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities JEWELL ENGINEERING INC.

will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include:

AUTOMATIC DOORS

ACCESSIBLE WASHROOM

The notice will be made publicly available at the following locations:

FRONT DOOR

Training

JEWELL ENGINEERING INC. will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

ALL STAFF

Staff will be trained on Accessible Customer Service within ONE WEEK after being hired.

**JEWELL ENGINEERING INC.
ACCESSIBLE FEEDBACK SHEET**

Date: _____

Concern/Comment:

Name and contact information if requesting a response:

**JEWELL ENGINEERING INC.
ACCESSIBLE FEEDBACK SHEET**

Date: _____

Concern/Comment:

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