



EJUST SYSTEMS INC. - ACCESSIBLE CUSTOMER SERVICE PLAN (Policy)

Our Commitment

At eJust Systems Inc., (eJust) we are committed to doing things the right way – and that includes providing excellent customer service to everyone, including people with disabilities. This commitment means that we do our best to provide our goods and services to people with disabilities in a manner that respects their dignity and independence, while at the same time gives them the same opportunity to access our goods and services, and allows them to benefit from the same services, in the same place and in a similar way, as all other customers.

Policies, Practices and Procedures

As part of this commitment, we have established various policies, practices and procedures for how our goods and services are provided to people with disabilities. These include the following areas:

1. Assistive Devices

We are committed at eJust to serving people with disabilities who use, or who may benefit from the use of, assistive devices – whether to access our goods or services, or for other reasons because of their disability. Our staff have been trained and are familiar with various types of assistive devices that may be used by customers with disabilities while accessing our goods and services.

2. Communication

We recognize that people with disabilities may communicate differently because of their disability. We are committed at eJust to communicating with customers with disabilities in ways that take the nature of their disability into account.

3. Service Animals

We welcome people with disabilities who use service animals. Service animals are allowed on any part of eJust's premises that are open to the public or other third parties (except where otherwise prohibited by law).

Most of the time, our staff will be able to easily identify whether an animal is being used as a service animal or not. In the rare situation when it is not readily apparent, our staff may ask for a letter from a physician or nurse confirming that the service animal is required for reasons relating to disability.

4. Support Persons

We also welcome people with disabilities who are accompanied by support persons. eJust recognizes that some people with disabilities may have support people – e.g. paid professionals, volunteers, family members or friends – to help them with communication, mobility, personal care or medical needs, or with accessing to our goods and services.

Support persons are allowed on any part of eJust's premises that are open to the public or other third parties. At no time will a person with a disability be prevented from having access to his/her support person while on such premises.

Temporary Disruptions

We recognize that people with disabilities often rely on certain facilities or services being available at eJust (e.g. our accessible washroom; disabled parking; etc.).

As part of our commitment to providing accessible customer service, we will notify in advance of their visit via phone or email every customer who plans to visit our offices whenever there is a temporary disruption – whether it is planned or unplanned – in such facilities or services. This notice will include the reason for the disruption, its anticipated duration, and any alternative facilities or services available.

Staff Training

We are also committed to providing training to all employees, volunteers and others who deal with the public or other third parties on behalf of eJust. This same training is also provided to others at eJust who are involved in establishing the policies, practices and procedures for how our goods and services are provided to people with disabilities.

This training includes:

- An overview of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of its 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 support person;
- How to use any equipment or devices available at eJust or otherwise that may help provide our goods and services to people with disabilities; and
- What to do if a person with a disability is having difficulty accessing our goods and services.

We strive to have this accessible customer service training provided to all staff within five days of being hired or transferred into an applicable position. After that, we provide updated training on an ongoing basis whenever changes are made to how our goods and services are provided to people with disabilities.



Feedback Process

When it comes to providing accessible customer service, we will always try our best and will certainly learn from any mistakes. This is why we encourage and appreciate hearing about how we are doing – both good and bad.

Feedback may be provided in person, by telephone, in writing, or by delivering an electronic text by email or online, on disk or otherwise. The Customer Feedback Form may be used to provide such feedback, but is not mandatory.

Feedback may be provided:

By Mail to: Operations Manager, eJust Systems Inc.
771 Erie St. Unit A
Stratford, Ontario, Canada N4Z 1A1
Telephone: 519-685-3350
Fax: 519-271-6425
Email: accessibility@ejustsystems.com

In Person to: Operations Manager, eJust Systems Inc.
771 Erie St. Unit A
Stratford, Ontario, Canada N4Z 1A1

or in person to any customer service representative at eJust.

More details about eJust's feedback process are posted on our accessibility webpage at <http://www.ejustsystems.com/accessibility>