Accessible Service Plan

Providing Goods and Services to People with Disabilities

United Steelworkers is committed to excellence in serving all members and the public including people with disabilities.

Assistive devices
We will ensure that our staff is trained and familiar with any assistive devices we have on site or that we provide that may be used by people with disabilities while accessing our 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.

We will notify members and visitors of this at Reception.

Notice of temporary disruption
In the event of a planned or unexpected disruption to services or facilities for people with disabilities, United Steelworkers will promptly notify those affected. 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.

The notice will be made publicly available at Reception and/or building foyer, as appropriate.

Training
United Steelworkers will provide accessible 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 services.

Staff at Reception will be trained.

Accessible Service Plan (cont'd)

Training (cont'd)

Staff will be trained during their probationary period on the Accessible Service Plan.

Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer services standard
- United Steelworkers' plan related to the 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 a support person
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing United Steelworkers' services

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

Feedback process

Members and the public who wish to provide feedback on the way United Steelworkers provides services to people with disabilities can provide feedback by phone at (416) 487-1571 or by email at info@usw.ca.

All feedback, including complaints, will be directed to Management/Administration personnel for immediate response.

Those filing feedback can expect to receive a response within 5 business days.

Notice of availability

United Steelworkers will notify the public that our documents related to accessible customer service are available upon request by posting a notice at Reception.

Modifications to this or other policies

Any policy, practice or procedure of United Steelworkers that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.