



Accessible Customer Service

Joe Johnson Equipment Inc. (JJE) is committed to excellence in serving all customers, including those with disabilities.

Assistive Devices

JJE will ensure that employees who are required to provide customer service to customers with disabilities will be trained and familiar with various assistive devices that may be used by customers with disabilities in order to access our goods or services.

Communication

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

Service Animals

JJE welcomes people with disabilities and their service animals into our facilities. 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 onto our premises. Support persons may be required to sign a JJE Confidentiality Agreement if they are going to be privy to confidential information.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to JJE services or facilities, JJE will notify customers. A 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.

Training for JJE Employees

JJE will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- JJE's Accessible Customer Service plan
- 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 assistive devices on JJE premises
- What to do if a person with a disability is having difficulty in accessing JJE's goods and services

Employees will also be trained when changes are made to the JJE Accessible Customer Service Plan.



Feedback Process

Customers who wish to provide feedback on the way JJE provides goods and services to people with disabilities can:

- Email HR department at careers@jjei.com
- Call HR directly at 705-436-8520

All feedback will be reviewed and directed to the appropriate person. Customers can expect to hear back in 2-4 business days. Complaints will be addressed according to JJE's regular customer complaint management procedures.