



# Crosslink Technology Inc.

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[www.crosslinktech.com](http://www.crosslinktech.com)

## Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Customer Service Policy Statement

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), this policy outlines Crosslink Technology Inc.'s (Crosslink) procedures to provide services to persons with disabilities and addresses assistive devices, service animals, support persons, proper communication and training of Crosslink's employees.

Crosslink is committed to excellence in serving all customers including persons with disabilities. The purpose of this policy is to ensure that Crosslink provides goods and services to persons with disabilities in a manner that is consistent with the principles of dignity, independence, integration and equal opportunity.

This customer service policy strives to ensure that accessibility for persons with disabilities will be part of Crosslink's everyday service delivery and that our services are accessible to all. Any Crosslink policies that address accessibility for persons with disabilities will reflect Crosslink's commitment to providing accessible services.

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

**Crosslink is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:**

#### **Communications**

Crosslink will provide its services and communicate with members of the public to whom it provides services in a manner that takes into account a person's disability. If a



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Crosslink employee receives a request from a person with a disability for the provision of communications in an accessible format, the employee should make all reasonable efforts to accommodate the request. Should the employee not be able to accommodate the request, the issue must be brought to the attention of the employee's manager.

## Assistive Devices

To facilitate accessible interaction with Crosslink, a person with a disability may use their own assistive device to the extent permitted by law for the purposes of obtaining, using and benefiting from Crosslink's services. It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times. Crosslink will ensure that employees are properly trained and familiar with assistive devices that may be used by persons with disabilities while accessing our services.

## Service Animals

Crosslink welcomes persons with disabilities who are accompanied by a service animal on the part of its premises that is open to the public and other third parties, to the extent permitted by law. Crosslink will also ensure that all employees and others who deal with the public are properly trained in how to interact with persons with disabilities who are accompanied by a service animal.

## Support Person

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

## Notice of temporary disruption

Crosslink will provide customers with notice on our website in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.



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This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

## Training for staff

Crosslink will provide training to all employees and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

This training will be provided as part of the new hire orientation for all new employees in positions interacting with the public.

## Training will include the following:

- ✓ The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- ✓ Crosslink's policies, practices and procedures relating 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
- ✓ What to do if a person with a disability is having difficulty in accessing Crosslink's services

Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.



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Where third parties are engaged to perform services in Ontario on behalf of Crosslink, Crosslink may require that the third parties provide acknowledgement that their employees, agents and volunteers receive any applicable training required by the AODA.

## Feedback process

The ultimate goal of Crosslink is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Crosslink provides goods and services to people with disabilities can be made by e-mail [info@crosslinktech.com](mailto:info@crosslinktech.com)

John Ulcar  
President