

1308998 Ontario Ltd.

o/a Morgan Fuels/Morgan Esso/Morgan Aviation
19 Black Bear Road • P.O. Box 1029 • Sioux Lookout, ON • P8T 1B3
Ph. 807.737.2250 • Fax 807.737.2617 • Toll Free 1.800.661.3635

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

1308998 Ontario Ltd. o/a Morgan Fuels, Morgan Aviation, Morgan Esso is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

Communication

We will communicate with people with disabilities in a way 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 that are open to the public. Fees will not be charged for support persons.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, all sites of 1308998 Ontario Ltd. 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. The notice will be placed at all sites.

Training for staff

1308998 Ontario Ltd. will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf. This training will be provided to staff at time of hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- 1308998 Ontario Ltd's 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 support person
- What to do if a person with a disability is having difficulty in accessing 1308998 Ontario Ltd's goods and services

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

Feedback process

Customers who wish to provide feedback on the way 1308998 Ontario Ltd. provides good and services to people with disabilities can do so by phone, in person, mail or electronic email. All feedback will be directed to the President. Customers can expect to hear back in 5 business days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of 1308998 Ontario Ltd. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.