



Accessible Customer Service Policy

Policy Statement

This policy applies to all employees as well as volunteers, agents or contractors who act on behalf of or represent Enesco Canada in any manner.

I - Purpose

Enesco Canada's aim is to fully include individuals with disabilities and is dedicated to providing goods and services by eliminating barriers and improving accessibility. Our services will be delivered in a way that reflects the four guiding principles of the Accessibility for Ontarians with Disabilities Act, 2005. Dignity, independence, integration and equal opportunity will be considered at all times when providing our goods and services to individuals with disabilities. Enesco Canada is also committed to ensuring that accessible goods and/or services are delivered in a timely manner.

II - Providing goods and services to Persons with disabilities

Enesco Canada is committed to excellence in serving all customers including persons with disabilities and we will carry out our functions and responsibilities in the following areas:

Assistive devices

Enesco Canada is committed to providing customer service to persons with disabilities who use assistive devices. Enesco Canada will ensure that employees are trained on how to use assistive devices available on our premises.

Relay Service procedures to make and receive calls:

The Relay Service is a free service, available 24hrs a day. There are toll charges for long distance calls placed through this system. The Relay Service allows hearing individuals to communicate with individuals with hearing disabilities. Specially trained operators will relay messages between the two individuals.

To make a call:

1. Dial 1 800 855-0511
2. Let the operator know at the beginning of the call if you are familiar with the service
3. Give the operator your name, area code and telephone number
4. Then give the name of the person you are calling, area code and telephone number
5. The operator will place the call and say “go ahead”, when the person answers. This means it is your turn to say your message
6. Remember to speak a bit more slowly as the operator is typing word for word what you are saying

To receive a call:

1. The operator will inform you that he or she is a Relay Operator
2. Remember to let the operator know at the beginning of the call if you are familiar with the service
3. Follow the operator’s instructions
4. Wait for the operator to say “Go ahead”, before speaking
5. Always say “go ahead” when you are finished
6. Speak to your customer, not the Relay Operator
7. Remember, the operator will have to relay the information so speak slowly

Communication

Enesco Canada will communicate with persons with disabilities in a way that takes into account their disability. We will train staff who communicate with individuals, whether in person, on the telephone or in writing, on how to interact and communicate with individuals who may have various types of disabilities.

Enesco Canada provides a fully accessible telephone service to our customers and staff will be trained to communicate with customers slowly and in clear and plain language. We are able to communicate with customers in writing, by e-mail or the Relay Service if communication by a standard telephone is not suitable.

Billing

In keeping with providing accessible customer service we are able to provide invoices in the following formats if requested: hard copy, fax or e-mail with pdf which allows font size to be increased. Customers who may have questions or concerns regarding their invoice may contact us in person, by telephone or e-mail.

IV - Use of service animals and support persons

We are committed to welcoming service animals on our premises when used by the person for their disability. We reserve the right to ask for a letter from a regulated health professional confirming that the animal is required for reasons relating to their disability. The animal must be kept with them in all areas of our premises that are open to the public.

Due to breakable giftware, animals are not permitted in the following areas of our premises: Showroom. In this situation, we will provide service and goods to persons with a service animal in reception or meeting room.

Support persons will be allowed to enter Enesco Canada's premises. An individual with a disability accompanied by a support person will never be prevented from having access to their support person while on our premises.

V - Notice of temporary disruption

Enesco Canada will place notice of disruptions at all public entrances and service counters when a planned or unexpected disruption in services or with the facilities. The reason for the disruption, duration, and a description of alternative facilities or services, if available, will be included in our notice.

VI - Training for staff

We are committed to train all employees, agents, volunteers and third parties who represent Enesco Canada.

Training will be provided by 30 days after they start employment or represent Enesco Canada.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005
- The requirements of the customer service standard
- How we will interact and communicate with people with various types of disabilities
- How we will interact with persons 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 accessing Enesco Canada goods and services
- How customers can provide feedback
- Applicable staff will be trained on accessibility policies, practices and procedures
- Staff will also be trained when changes are made to the policies, practices and procedures.

VII - Feedback Process

Our expectation of all who represent Enesco Canada is to meet and surpass customer expectations while serving customers with disabilities. Enesco Canada welcomes comments regarding how well we have provided service.

Enesco Canada accepts feedback by e-mail, verbally or by completing a feedback form. Our feedback form can be found on our website. Customers may also request a copy in person, over the telephone or by email. All feedback will be directed to the Health & Safety Committee and a response will be provided no later than 15 days. In the event that an issue requires more time the customer will be kept up to date during the investigation process.