



## Dolphin Digital Technologies Accessible Customer Service Policy:

### **Policy statement**

Dolphin Digital Technologies Inc. is committed to providing accessible customer services in a manner that respects the dignity and independence of persons with disabilities. As part of Dolphin's commitment to excellence, we seek to recognize and to remove obstacles to facilitate access to Dolphin's services. We also strive to enable barrier free employment opportunities to people with disabilities.

### **Providing goods and services to persons with disabilities:**

#### **Communication**

Dolphin will communicate to people with disabilities in ways that take into account their disability. Dolphin will train every staff member on how to interact and communicate with people with various types of disabilities.

#### **Telephone services**

Dolphin is committed to providing accessible telephone service to our customers. We will train staff on clear telephone communications. We will offer to communicate via email, or chat window, if telephone communication is not suitable to the customer's communication needs.

#### **Assistive devices**

Dolphin is committed to serving people with disabilities who use assistive devices when using Dolphin services. We will ensure that staff members who interact with customers are trained and familiar with various assistive devices that may be used by persons with disabilities while accessing our services.

#### **Invoice statements and other written communication**

We are committed to providing accessible invoices and other written communication to all of our customers. Our standard invoice is email copy with 12 point font. Upon request we will be pleased to provide a copy in larger font, a hard copy invoice or a verbal communication of the invoice.

#### **Support Persons**

Dolphin is committed to welcoming people with disabilities who are accompanied by a support person. Dolphin does require that persons with disabilities with support persons must register their support person to

assist in attendance at workshops, seminars, events, etc... Fees will not be charged to support persons while attending an event to support a person with a disability. Dolphin will not lease, rent, utilize in any way, any business space which is not accessible to everyone.

### **Use of service animals**

Persons with disabilities are permitted to be accompanied by their service animal, keeping the service animal with them, while accessing Dolphin services or events, unless service animal access is prohibited by law. In the event service animal access is prohibited, Dolphin will seek other measures to enable the person with disability to access Dolphin services or events. It is the responsibility of the person with the service animal to ensure that the service animal is under control.

### **Notice of temporary disruption**

Dolphin will make reasonable effort to provide notice in the event of a disruption of services to persons with disabilities. The notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative plants, if available.

### **Training the staff**

Dolphin will train all employees 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 services policies, practices and procedures. Training records will be kept by e-file in the HR folder within the Staff directory.

### **Training will include:**

The purpose of Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of 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 support person or service animal.

What to do if a person with a disability is having difficulty in accessing Dolphin's services.

### **Feedback Process**

Our goal at Dolphin is to meet and surpass customer service expectations including service to customers with disabilities. Comments on our services regarding how well we are meeting expectations are welcome and appreciated.

Feedback regarding services to persons with disabilities may be submitted via telephone, letter or email to:

Vice President, Corporate Development  
Dolphin Digital Technologies  
239 Ross Ave Kitchener

Ontario Canada

N2A 1V7

Email: [Jamie@dolphin.ca](mailto:Jamie@dolphin.ca)

Phone: 519.998.7246

Dolphin will acknowledge and respond within 48 hours on input.

### **Modifications to this or other policies**

Dolphin is committed to developing customer service policies that respect and promote the dignity and independence of persons with disabilities. No changes will be made to this policy before considering the impact on person's disabilities.

### **Questions about this policy:**

This policy exists to achieve service excellence to customers with disabilities. Questions regarding this policy may be directed in writing, via telephone, via skype or by email to:

Dolphin Digital Technologies

239 Ross Ave Kitchener

Ontario Canada

N2A 1V7

Email: [Jamie@dolphin.ca](mailto:Jamie@dolphin.ca)

519.998.7246

[www.dolphin.ca](http://www.dolphin.ca)