



Accessible Customer Service Policy

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1 - Payworks' Commitment

Payworks Inc. ("Payworks" or the "Company") is committed to providing accessible customer service to all individuals, in a way that is consistent with the principles of independence, dignity, integration and equal opportunity.

In fulfilling this commitment, we strive to provide people with disabilities the same customer service opportunities, in the same place and in a similar way as all clients, ensuring an excellent customer service experience for all.

2 - Application

This policy applies to all employees, volunteers and any third parties who interact with the public on behalf of Payworks. This policy is intended to meet the requirements of applicable provincial accessibility and human rights legislation as it relates to accessible customer service.

3 - Guidelines

3a – Providing accessible customer service to people with disabilities

Payworks is committed to excellence in serving all our clients, including those with disabilities, and will establish and implement accessibility policies and guidelines. Where there is a barrier to accessing our goods, services, or facilities, we seek to provide alternate ways to facilitate accessibility for our clients with disabilities.

3a1 – Communication

To meet the communication needs of our clients with disabilities, we will communicate in ways that take into account their disability. We will train those who communicate with our clients on how to interact and communicate with people with various disabilities.

When communicating by telephone, we train individuals to speak in plain language and to speak clearly and slowly. We will offer to communicate with clients by email, regular

mail or facsimile if telephone communication is not suitable or is not available, provided the client has been verified.

Within a reasonable time after receiving a request by, or on behalf of a person with a disability, we will make documents available in a format that is accessible to a person, unless it is not feasible to do so.

3a2 – Assistive devices

We are committed to serving people with disabilities who use assistive devices to access our goods, services, or facilities.

In cases where the assistive device presents a health and safety concern or where accessibility might be an issue, other reasonable measures will be used.

Payworks will train individuals who provide customer service on the use of various assistive devices that may be used by clients with disabilities.

3a3 – Service animals

We welcome service animals that accompany people with disabilities. Service animals are free to access all areas that are open to the public except as otherwise disallowed by law.

We will train those who interact with the public on behalf of Payworks on the admittance of service animals. An individual will not be asked to explain the nature of their disability or purpose of the animal however may be respectfully asked for verification from the client that the animal is being used for reasons relating to a disability.

The client who is accompanied by a service animal is responsible for maintaining care and control of the animal at all times. If a health and safety concern presents itself, for example, in the form of a severe allergy to the animal, Payworks will make all reasonable efforts to meet the needs of all individuals.

3a4 – Support persons

We welcome people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the parts of our facilities that are open to the public with their own support person. At no time will a person who is accompanied by a support person be prevented from having access to their support person while at our facility.

Helping ensure the privacy and confidentiality of sensitive and personal information is one of our top priorities. If sensitive or personal information will be discussed in the presence of a support person, we may require the client to provide their consent to having the support person present at the discussion, as well as a confidentiality agreement where necessary.

3a5 – Notice of temporary service disruption

We will provide reasonable notice in the event of a planned disruption in the facilities or services that are accessible to persons with disabilities.

Where planned or unplanned, Payworks will make efforts to provide notice as to which aspects are temporarily disrupted, an explanation as to why, an estimated time frame for when the disrupted aspect will become available and any alternative means of access. The notice will be displayed at our facility and to our public website and by any other means which are reasonable given the circumstances.

3a6 – Training

Payworks will provide training to any individual who provides services directly to the public on behalf of Payworks, as well as individuals who are responsible for or participate in the development or implementation of company policies and guidelines related to accessible customer service.

Training will be provided as soon as reasonably practicable after a person is assigned duties. Ongoing training will also be provided when there are material changes to policies and guidelines regarding accessible customer service.

Training will include:

- A review of applicable human rights legislation and accessibility laws, regulations and standards;
- A review of the requirements of the customer service standards;
- Instructions on how to interact and communicate with persons with various types of disabilities;
- Instructions on how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person;
- Instructions on how to use equipment or assistive devices that are available at our facilities or that we may provide that may help people with disabilities;
- Instructions on what to do if a person with a disability is having difficulty accessing our goods, services or facilities; and
- Payworks policies and guidelines related to accessible customer service.

Payworks will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

4 - Feedback

We welcome feedback about the way we provide accessible customer service to people with disabilities. Please contact Payworks' Accessibility Team using one of the following methods:

Phone: **204.779.0537 x2762**
204.779.0537 x3820

Email: accessibility@payworks.ca

Mail: **ATTN: Accessibility Team Payworks Inc.**
1565 Willson Place Winnipeg MB R3T 4H1

Individuals who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted in a timely manner.

5 - Review

Payworks is committed to developing client service policies and guidelines 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 persons with disabilities. This policy will be reviewed and revised from time to time to comply with applicable human rights legislation, accessibility laws and/or standards.

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