



**MEDIKE**  
BRANDING SOLUTIONS  
216 Main Street West  
Markdale, ON  
N0C 1H0  
T: (519) 986-2072  
F: (519) 986-4281

## **Customer Service Policy**

### **1. Our Mission**

The Mission of Medike Branding Solutions is to provide our end users with superior Branding solutions for their products. Our Team is committed to developing and manufacturing high quality patches from desired materials for end users around the world.

### **2. Our Commitment**

Medike is committed to providing its goods and services in a manner that respects the dignity and independence of persons with disabilities. Medike is committed to giving persons with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers, suppliers or any other person who deals with Medike in the conduct of business.

### **3. Providing Goods and Services to those with disabilities**

Medike is committed to serving all customers, including those with disabilities in the following manner:

Communication – Employees will be trained to communicate with persons with various disabilities in a manner that takes into account their disability.

Telephone services – Medike is committed to providing accessible phone services to those with disabilities. If telephone communication is not desired people will be offered the ability to communicate by fax or email.



**MEDIKE**  
BRANDING SOLUTIONS  
216 Main Street West  
Markdale, ON  
N0C 1H0  
T: (519) 986-2072  
F: (519) 986-4281

Assistive devices – Medike is committed to serving people with assistive devices to obtain, develop and benefit from our products.

Order confirmations or invoices – Medike offers accessible formats for quotations, order confirmations, invoices or any other communication between the Company and person in a format that allows the person to be comfortable and informed. Examples include voice, hard copy, large print, email or fax.

#### **4. Use of Service animals or support persons**

Medike is committed to welcoming persons with disabilities who use service dogs or support persons.

Service animals are welcome in our facility and employees will understand how to deal with service animals that are working.

People with disabilities who are accompanied by a support person are welcome in all areas of our facility.

No persons will be denied entry to a Medike facility because of a service animal or support person, nor will they be asked to leave said support service while on our premises.

#### **5. Notice of temporary disruption**

If a planned disruption of services or facilities normally used by those with a disability is to occur a notice will be placed in the front office and on the lunch room door. The notice will outline the reason for the disruption, the length of time the disruption is expected for and if available an alternative service.



**MEDIKE**  
BRANDING SOLUTIONS  
216 Main Street West  
Markdale, ON  
N0C 1H0  
T: (519) 986-2072  
F: (519) 986-4281

## 6. Training for Employees

Medike will train all Employees who deal with the public as required by law.

Initial training will be provided to those currently working for Medike. Training will then be done with employees as part of the training process when new hires begin working at Medike.

Training will include but not be limited to the following:

- The Purpose of the Accessibility for Ontarians with Disability Act and the requirements of the customer service standard
- How to interact and communicate with those with various types of disabilities
- How to interact with those with a disability who use an assistive device, service animal or support person
- What to do if a person with a disability is having difficulties communicating with Medike
- Medike's internal policies relating to the standard

Employees will be trained when changes are made to the Ontario Standard or changes to our internal policies and practices.

## 7. Feedback

Medike is committed to serving with those with disabilities in a manner that reflects their dignity. Any feedback on how to improve our interaction is welcome.

Feedback may be made in any manner a person wishes and should be directed to Jonathan Harris or Ron Way. The Company phone is 519 986 2072 or email is either [jonathan.harris@medike.com](mailto:jonathan.harris@medike.com) or [ron.way@medike.com](mailto:ron.way@medike.com)



**MEDIKE**  
BRANDING SOLUTIONS  
216 Main Street West  
Markdale, ON  
N0C 1H0  
T: (519) 986-2072  
F: (519) 986-4281

## 8. Employment

Medike is committed to fair and accessible employment practices. We will notify our employees and external applicants about the availability of accommodation for applicants with disabilities in its recruitment process.

Furthermore, will ensure that job applicants are notified when they are individually selected to participate in the assessment or selection process that that accommodation for disabilities are made available upon request. Medike will consult with employees who request accommodations.

## 9. Modifications to this or other policies

As part of our policy Medike will not make changes to this Policy before and without considering the impact it may have on Persons with Disabilities.

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.

**Date:** February 23, 2016

**Approved by:** Jonathan Harris.