

Accessible Customer Service Policy

Binx Professional Cleaning

Effective: 15 Dec 2024

Next Review: 15 Dec 2027

A Message from the Owner

Since its founding in 2012, Binx Professional Cleaning has upheld accessibility as a fundamental value. We are dedicated to providing equal access and opportunity to all individuals, including our clients, visitors, and employees. Over the years, we have developed and refined policies that aim to identify, eliminate, and prevent barriers to inclusion.

We welcome any questions or feedback regarding our accessibility practices. It is our privilege to support Ontario's broader goal of becoming fully accessible for all.

— *Scott Binkley, President*

Our Commitment

Binx Professional Cleaning (2371903 Ontario Corp.) is committed to providing goods and services in a manner that respects the dignity, independence, integration, and equal opportunity of all individuals, including those with disabilities.

We will continue to review and update this policy every three years, or more frequently as required, to ensure compliance with the **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)** and its **Customer Service Standard**.

Communication

We are committed to communicating with individuals in a manner that takes into account their disability. Our staff receive training on how to interact respectfully and effectively with persons with various types of disabilities, and we provide alternate communication methods upon request, including email, text message, or in-person support.

Telephone Services

We ensure our telephone services are accessible. Staff are trained to speak clearly and respectfully, using plain language. If phone communication is not suitable, we offer alternatives such as email, letter, or text messaging.

Billing and Payment

We offer invoices in accessible formats upon request, including printed copies, email, or fax. Our staff are available to assist with invoice questions via phone, email, or in person. Payment can be made at ground level or outside the building for added convenience.

Assistive Devices

Clients are welcome to use personal assistive devices at our location. We also provide a system (e.g., exterior buzzer) to request assistance from office staff if needed.

Service Animals

Service animals accompanying individuals with disabilities are permitted in all public areas of our premises, provided the animal remains under the control of its handler and is not otherwise restricted by law.

Support Persons

Individuals with disabilities who are accompanied by a support person will be allowed to have that person present in all public areas of our facility. Support persons may include family members, caregivers, volunteers, or paid professionals.

If the support person's role is not obvious and is relevant to the interaction, staff may politely ask the client to confirm the relationship — however, proof or certification is not required.

Temporary Disruptions

If there is a planned or unexpected disruption to services or facilities used by persons with disabilities, we will promptly post notices at all public entrances. These notices will include the reason for the disruption, its expected duration, and information about alternative services or access points, if available.

Staff Training

All employees and contractors of Binx Professional Cleaning who interact with the public are trained on:

- The purpose and scope of the Accessibility for Ontarians with Disabilities Act, 2005
- The requirements of the Customer Service Standard
- How to interact with individuals with various disabilities
- How to work with assistive devices, service animals, and support persons
- Procedures to follow when a person with a disability has difficulty accessing our services

- Our internal accessibility policies and procedures

Training is provided during onboarding and is refreshed when policies or legislation change.

Ongoing Accessibility Initiatives

Binx Professional Cleaning is committed to continuous improvement. We conduct regular reviews of our practices and perform internal audits to ensure ongoing alignment with AODA requirements. Our objective is to identify and remove any barriers to equitable access.

Policy Review and Amendments

We are committed to developing and maintaining policies that respect and promote the dignity and independence of individuals with disabilities. No changes will be made to this policy without first considering the impact on accessibility. Any policy that does not align with these principles will be amended or removed.

Feedback Process

We value feedback as an essential part of our accessibility efforts. We encourage clients to share comments, concerns, or suggestions on how we can improve.

Feedback may be submitted:

In Person or by Mail:

Binx Professional Cleaning
1315 Hammond Street
North Bay, ON P1B 2J2

By Phone:

(705) 845-0998 or (800) 983-8872

By Email:

Accessibility Officer
service@binx.ca

Feedback will be reviewed and responded to promptly, and arrangements will be made to provide accessible formats and communication supports upon request.

Accessible Formats

To request this policy or any related documentation in an alternate format, please contact our Accessibility Officer.