

CRÉDIT - BAIL



LEASING

CLE LEASING ENTERPRISE LTD INTEGRATED STANDARD FOR ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES POLICY

Filed December 30, 2014

Cle Leasing Enterprise Ltd (CLE) has established the following policies in accordance with the Integrated Accessibility Standards as outlined under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). We strive to ensure that all services to our customers and business relationships meet the needs of persons with disabilities. CLE is committed to treating all people with dignity and independence by removing barriers to accessibility and meeting accessibility requirements under the AODA.

COMMUNICATION

CLE will ensure that communication with persons with disabilities will be in a manner that takes their disability into account.

ASSISTIVE DEVICES

CLE will ensure that appropriate staff are trained with various assistive devices that we have on site or that we provide which may be used by customers with disabilities while accessing our goods and services.

SERVICES ANIMALS

CLE allows for service animals to accompany people with disabilities in the areas on our premises that are open to the public.

SUPPORT PERSONS

A support person that accompanies a person with a disability will be allowed on our premises that are open to the public.

DISRUPTION OF SERVICE NOTIFICATION

In the event of a disruption to our facilities or services for customers with disabilities, customers will be notified promptly. Notice will be placed on our website and will include the anticipated time of the disruption and information of alternative services, if available.

CUSTOMER FEEDBACK

CLE will provide a copy our policy and procedures to anyone who makes a request. Feedback on the policy is welcome. Requests and feedback can be made to the following:

Human Resources
3390 South Service Rd, Suite 104
Burlington Ontario, L7S 2J5
Tel: 866-241-9021, ext 2145
Fax: 866-241-9022
info@cleleasing.ca

TRAINING

Training will be provided to all CLE employees who deal with the public or other parties on our behalf. Training will be provided on the following:

- Overview of the company policy that adheres to the requirements of the AODA's Accessibility Standard of Customer Service;
- How to interact with people with disabilities;
- What to do if a person with a disability is having difficulty in accessing CLE's goods and services;
- How to escalate feedback and complaints;
- What to do in case of a service disruption;
- Any changes made to our policy.