



Federal Superannuates National Association (FSNA) Accessible Customer Service Plan

FSNA is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities that will impact customers with disabilities (access ramp), FSNA will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or service, if available. The notice will be placed at our location at 1052 St. Laurent Blvd., Ottawa, Ontario and/or posted on our website (www.fsna.com)

Training for staff

FSNA will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. All staff located at National Office will be trained:

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- FSNA's accessible customer service plan
- How to interact and communicate with people with various disabilities
- What to do if a person with a disability is having difficulty accessing FSNA's goods and services

Staff will also be trained when changes are made to the FSNA Accessible Customer Service plan.

Feedback process

Customers who wish to provide feedback on the way FSNA provides goods and services to people with disabilities can provide us email through email (info@fsna.com) or verbally (in person or via phone call), or in writing. All feedback will be directed to the Director of Finance and Administration. Customers can expect to hear back in five business days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of FSNA that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.