



# Street Cartage Limited

4278 Oil Heritage Road, Box 359  
Petrolia On, N0N 1R0

PHONE: 519-882-2261

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## **Accessible Customer Service Plan**

Street Cartage Limited is committed to being complaint with the Accessible Canada Act. and the requirements of the customer service standard.

The primary service provided by Street Cartage Limited is cross-border Canada-USA trucking Company. As a result, security requirements tightly control/limit public and customer access to our facility and our trucks. interaction with customers is performed primarily by telephone, email and fax. We rarely receive customers on our premises.

Whenever Street Cartage Limited is contacted by a customer who has a disability, we do our very best to accommodate them.

## **Assistive devices**

We do not currently have any assistive devices on our premises for customers with disabilities. If in the future we acquire any, we will ensure that our staff are trained and familiar with them.

## **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 our premises.

## **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. Fees will not be charged for support persons.

## **Training**

Street Cartage Limited will provide training to employees who deal with the public or third parties on our behalf. Individuals in the following positions will be trained: bookkeepers, dispatcher, logistics coordinator, terminal manager. This training will be provided to staff with in 30 days of hiring.

Training will include:

- An overview of the accessible Canada Plan and the requirements of the customer service standard
  - Street Cartage Limited's plan related to the customer service standard.
  - How to interact with people with disabilities who use an assistive device or require the assistance of the service animal or support person
  - How to use any devices or equipment available onsite or otherwise that may help with providing goods or service to people with disabilities.
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- What to do if a person with a disability is having difficulty in accessing Street Cartage Limited.

Staff will also be trained when changes are made to your plan.

### **Feedback process**

Customers who wish to provide feedback on the way Street Cartage Limited provides goods and services to people with disabilities can contact the president of the company directly at 519-882-2261 or by email at [cj@streetcartage.ca](mailto:cj@streetcartage.ca). Customers can expect to hear back no more than 10 days.

### **Modifications to this or any other policies**

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

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President  
Street Cartage Limited

Effective Date: June 1<sup>st</sup>, 2024