

Summary of Accessible Customer Service Policy

This is a summary of the accessible customer service you can expect to receive. For more details, please see WFS' Accessibility Policies.

Information and Communication

When communicating or providing information or services to a person with a disability, we will do so in a manner that takes the person's disability into account.

Accessible Formats and Communications Supports

Upon request and in consultation with the person making the request, we shall provide, in a timely manner, accessible formats and communication supports for information and communication that takes into account the person's disability. If we are not able to meet the person's particular requirement, we will inform them and will work with them to determine an alternate method or will provide an explanation as to why the information or communication cannot be provided in an accessible format.

Accessible Websites and Web Content

Our internet websites and web content controlled either directly by the Company or through a contractual relationship that allows for modification of the site will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and AA in accordance with the schedule set out in the AODA Integrated Accessibility Standards.

Feedback Process

Feedback may be provided using the Customer Service Feedback Form. The Form may be submitted verbally in person, by phone, by fax, online, or by mailing to: 645 Wilton Grove Rd, London ON, N6N 1N7, Attention: Director of Operations. Upon request, accessible formats and communication supports are available when receiving and responding to feedback.

Service Disruption

In the event of a planned or unexpected disruption in our facilities or services, we will provide notice. The notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Assistive Devices

People with disabilities may use their own personal assistive devices. Our team members have been trained and are familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

Service Animals

People with disabilities may use their service animal in all parts of our premises that are open to the public. All team members, volunteers and others dealing with the public have been properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Support Persons

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Company's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.