

1. PURPOSE

A policy for *Accessibility and Client Service* has been developed to ensure that Canadian Science Publishing (CSP) provides its services in a way that respects the dignity and independence of people with disabilities.

2. PHILOSOPHY

CSP is committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services in the same place and in a similar way as other clients.

3. RESPONSIBILITY

Human Resources is responsible for ensuring that accessibility and client service practices conform to legislation and internal CSP policies. All employees are responsible at all times for providing services in a way that respects the dignity and independence of people with disabilities, giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services in the same place and in a similar way as other clients.

4. PRACTICE and PROCEDURE

CSP is committed to excellence in serving all clients including people with disabilities and all employees will carry out their functions and responsibilities as follows:

a. Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train employees who communicate with clients on how to interact and communicate with people with various types of disabilities.

b. Telephone services

We are committed to providing fully accessible telephone service to our clients. We will train employees to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with clients by email if telephone communication is not suitable to their communication needs or is not available.

c. Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain,

use or benefit from our services. We will ensure that our employees are trained and are familiar with various assistive devices that may be used by clients with disabilities while accessing our services.

d. Billing

We are committed to providing accessible invoices to all of our clients. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, and email. We will answer any questions clients may have about the content of the invoice by telephone or by email.

e. Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all employees, contractors and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. 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 CSP 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.

f. Notice of temporary disruption

CSP will provide clients with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities (such as ScholarOne or our website). This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises.

g. Training for employees

CSP will provide training to all employees, contractors, volunteers and others who deal with the public on our behalf, and all those who are involved in the development and approvals of client service policies, practices and procedures. This training is provided to all employees and to new employees within the first three months. At the present time, CSP does not have specific equipment or devices available on its premises that may help in the provision of goods or services to a person with a disability, but should such equipment or devices be required in the future, training will be provided to all staff on their use. New and current employees receive training on an ongoing basis whenever changes are made to the accessibility policies.

h. Feedback process

The ultimate goal of CSP is to meet and surpass client expectations while serving clients with disabilities. Comments regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way CSP provides services to people with disabilities can be made via email to contact@cdnsiencepub.com. All feedback will be directed to the client services representative. Clients can expect to hear back within 10 business days.

i. Modifications to this or other policies

We are committed to developing client service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of CSP that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

j. Questions about this policy

This policy exists to achieve service excellence to clients with disabilities. If anyone has a question about the policy, or its purpose, they should be referred to the Director of Human Resources who will provide an explanation. A hard copy of this policy will be provided upon request.