

# **ACCESSIBLE CUSTOMER SERVICE PLAN**

## **PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES**

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

### **Assistive Devices**

We will ensure that our staff employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or 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, unless excluded by law.

### **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 for customers with disabilities, Spinrite 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 services, if available. The notice will be posted on the entrance door to the outlet store.

### **Training of staff**

Spinrite will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained: Retail Store Manager, Retail Sales Staff. This training will be provided to staff within the first three months of hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Spinrite's plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person

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

### **Feedback process**

Customers who wish to provide feedback on the way Spinrite provides goods and services to people with disabilities can ask to speak with the Store Manager or forward their feedback in writing to Spinrite, P.O. Box 40, Listowel, N4W 3H3, Attention Human Resources Manager.

### **Modifications to this policy**

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