

Accessible Customer Service Policy Providing Goods and Services to People with Disabilities

Creative Landscape Depot 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 we have on site or that we provide 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.

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

We will notify customers of this by posting a notice on our website and at our main counter.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Creative Landscape Depot 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 made publicly available at our main counter.

Training

Creative Landscape Depot will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will

also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

- Individuals in the following positions will be trained:
 - Management
 - Sales Staff

Creative Date: January 1 2017

Updated Date: January 1 2017

All information in this policy is Confidential to Creative Landscape Depot and protected under the Confidentiality Agreement.

- Drivers
- Yard Crew

Staff will be trained on Accessible Customer Service within 2 weeks after being hired.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Creative Landscape Depot's policy 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
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. What to do if a person with a disability is having difficulty in accessing Creative Landscape Depot's goods and services

Staff will also be trained when changes are made to our accessible customer service plan.

Feedback Process

Customers who wish to provide feedback on the way Creative Landscape Depot provides goods and services to people with disabilities can provide feedback via email to

info@creativelandscapedepot.com

All feedback, including complaints, will be logged and responded to by management within 10 days.

Notice of Availability

Creative Landscape Depot will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in at the main counter and on our website.

Modifications to this or Other Policies

Any policy, practice or procedure of Creative Landscape Depot that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.