



## **CUSTOMER SERVICE ACCESSIBILITY POLICY**

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

This policy applies to all employees, volunteers and contracted service staff of Organic Garage.

Organic Garage is committed to excellence in serving all customers including people with disabilities. All goods and services provided by Organic Garage shall follow the principles of dignity, independence, integration and equal opportunity.

This includes, but is not limited to the following:

### **Communication:**

Staff will respond to customers in a respectful manner, with the appropriate Accessibility tools that the company has available and taking into account their disability.

### **Service Animals and Support Persons:**

We are committed to welcoming people with disabilities who are accompanied by a service animal(s) onto parts of the premises that are open to the public. Service animals shall be under the care and control of the individual at all times. We will ensure that all employees are trained on how to interact with people with disabilities who are accompanied by a service animal.

Likewise, a person with a disability who is accompanied by a support person will be allowed to have that person accompany them onto parts of the premises that are open to the public. 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.

### **Notice of Temporary Disruption:**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Organic Garage will notify customers promptly. This clearly posted notice will include the following information:

- Reason for the disruption
- Anticipated length of time of the disruption
- A description of alternative facilities or service, if available

**Training:**

Organic Garage will provide Accessibility customer service training to employees, volunteers and others who deal with the public. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of goods and services.

Training will be provided to each person according to his or her duties and functionality with the Company as soon as possible after he or she is trained on their assigned duties. Training will continue to be provided on an ongoing basis in connection to any changes made to Accessibility policies, practices and procedures. A record will be kept of all training that is provided with dates and individuals' names.

Training will include but not be limited to the following:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of 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 support person
- How to use 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 accessing Organic Garage's goods and services

**Feedback Process:**

Those who wish to provide feedback with regards to Organic Garage's provision of our goods or services to individuals with disabilities are encouraged to do so:

- Call us at 289-644-5377 ext 200
- Email us at [customerservice@organicgarage.com](mailto:customerservice@organicgarage.com)
- Write to us at:  
579 Kerr St.  
Oakville, Ontario  
L6K 1E1

All feedback will be reviewed and complaints investigated. Follow up will be provided within 30 days of receipt.

**Documentation:**

Any Organic Garage documents related to accessible customer service will be made available to any member of the public upon request. A copy of the policy is located on our website.

*Last updated on: May 5<sup>th</sup>, 2021*