

ACCESSIBILITY STANDARD for CUSTOMER SERVICE

Providing goods, services or facilities to people with disabilities

Rashotte Home Hardware Building Centre is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Rashotte Home Hardware Building Centre understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Rashotte Home Hardware Building Centre is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Rashotte Home Hardware Building Centre is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

ASSISTIVE DEVICES

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff is 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, services or facilities.

COMMUNICATION

We will communicate with people with disabilities in ways that take into account their disability.

We will work with the person with a disability to determine what method of communication works for them.

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.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

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 Rashotte Home Hardware Building Centre 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.

TRAINING

Rashotte Home Hardware Building Centre will provide accessible customer service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service within one week after being hired.

Training will include:

- Rashotte Home Hardware Building Centre's policies 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
- What to do if a person with a disability is having difficulty in accessing Rashotte Home Hardware Building Centre's goods, services or facilities

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

FEEDBACK PROCESS

Rashotte Home Hardware Building Centre welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers who wish to provide feedback on the way Rashotte Home Hardware Building Centre provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- Email: info@rashotte.ca or call 613-478-2539 and speak to a manager

All feedback, including complaints, will be handled in the following manner:

- Heard by management and any outstanding issues will be promptly addressed.
- Rashotte Home Hardware Building Centre will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

NOTICE OF AVAILABILITY OF DOCUMENTS

Rashotte Home Hardware Building Centre will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

- Customer Service Desk

Rashotte Home Hardware Building Centre will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.