

LT Custom Furnishings Inc.

ACCESSIBLE CUSTOMER SERVICE POLICY

January 1, 2019

Commitment

LT Custom Furnishings Inc., “the company,” is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

The company 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.

The company is committed to complying with both the Ontario Human Rights Code and the AODA. We are 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 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 are trained and familiar with any 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. This includes worker training to recognize and understand the nature of the disability and apply communication methods that best help people with disabilities access our services.

These communication methods may include:

- asking and accommodating the customer's preferred method of communication;
- hands-on demonstrations;
- providing assistive communication methods such as larger print;
- communicating through a support person, and

- any other reasonable method of communication that will successfully accommodate the will customer.

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 when the service animal can be easily identified through visual indicators, when wearing a harness or a vest, or when it helps the person perform specific tasks.

Service animals are prohibited from the following areas:

- Warehouse
- Fabrication
- Assembly
- Painting

These are areas where the work activity may place the service animal in danger, and its presence may be a distraction to workers, potentially causing a safety hazard.

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.

For safety the company may require a person with a disability to be accompanied by a support person if the person is required to be in any of the following areas;

- Warehouse
- Fabrication
- Assembly
- Painting

A trained company representative will assess the requirement for accessing any of the above areas and explain the safety concerns and why a support person is required.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the company will notify customers promptly. This 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.

Services/Facilities include:

- Accessible washrooms
- Parking spaces
- Ramps

The notice will be made publicly available in the following ways:

- Pre-visit email notification
- Pre-visit telephone call
- Reception posting

Training

The company 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 90 days after being hired.

Training will include:

- the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- the company 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;
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities including accessible washrooms; parking spaces and ramps, and
- what to do if a person with a disability is having difficulty accessing the company's goods, services or facilities.

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

Feedback process

The company welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback on the company website.

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

- Direct contact during the visit
- Telephone
- Email

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

- A company officer will review all feedback or complaints and, when appropriate, respond to the author of the feedback or complaint within forty-eight hours.

We will make sure our feedback process is accessible to people with disabilities by providing or arranging for available formats and communication supports, on request.

Notice of availability of documents

The company will notify the public that documents related to accessible customer service are available upon request by posting a notice on its website.

The company will provide this document in an accessible format or with communication support, on request. We will consult with the person requesting to determine the suitability of the format or communication support. We will provide the accessible format promptly and at no cost.

Modifications to This or Other Policies

Any policies of LT Custom Furnishings Inc. that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.