

## **Customer Service Accessibility Policy**

<b>Overview</b>	<p>Customers with physical or mental disabilities deserve the same high level of service given to any other customer. At Canada Trim (1995) Ltd. we believe this is simply common courtesy as well as good customer service.</p>
<b>Assistive Devices</b>	<p>All goods and services provided by Canada Trim (1995) Ltd. shall follow the principles of dignity, independence, integration and equal opportunity.</p> <p>We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. Although Canada Trim (1995) Ltd. does not provide assistive devices in our facilities, persons with disabilities may use their own assistive devices as needed when accessing goods or services provided by Canada Trim (1995) Ltd.</p>
<b>Communication</b>	<p>We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.</p> <p>We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.</p>
<b>Service animals and support persons</b>	<p>We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Canada Trim (1995) Ltd. premises with his or her support person. 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.</p> <p>Canada Trim (1995) Ltd. does not charge admission fees to customers or support persons.</p> <p>In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Canada Trim (1995) Ltd. 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.</p>
<b>Notice of temporary disruption</b>	<p>When disruptions occur Canada Trim (1995) Ltd. will provide notice by:</p> <ul style="list-style-type: none"><li>Posting notices in conspicuous places including at the point of the disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Canada Trim (1995) Ltd. website</li><li>Contacting customers with appointments;</li><li>Verbally notifying customers when they are making a reservation or appointment; or</li><li>By any other method that may be reasonable under the circumstances.</li></ul>

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Canada Trim (1995) Ltd. will provide training to employees, volunteers and others who deal with the public or other third parties on its behalf; for example, all salespersons, drivers, vendors, and event co-ordinators and third party marketing agents.

Training will also be provided to those who are involved in the development and approval of customer service policies, practices and procedures.

Training will be provided as soon as practicable and will be included in new hire orientation. Revised training will be provided in the event of changes to legislation, or changes to Canada Trim (1995) Ltd. procedures and/or practices related to customers with disabilities.

### **Training for staff**

Canada Trim (1995) Ltd. will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard

- Canada Trim (1995) Ltd.'s accessible customer service plan.

- 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 Canada Trim (1995) Ltd.'s goods and services

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

### **Feedback**

The ultimate goal of Canada Trim (1995) Ltd. is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Customers who wish to provide feedback on the way Canada Trim (1995) Ltd. provides goods and services to people with disabilities can speak to his/her sales personnel or contact human resources via phone, email or letter.