

Customer Service Accessibility Policy Home Building Centre Lindsay

Providing Goods and Services to People with Disabilities

At Home Building Centre Lindsay, we are proud to provide exceptional customer service to all of our customers including people with disabilities. Home Building Centre Lindsay is committed to complying with both the Ontario Human Rights Code and the Accessibilities for Ontarians with Disabilities Act, 2005 (AODA). Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

At Home Building Centre Lindsay, anticipating the special requirements of shoppers visiting our store and offering assistance wherever possible is an ongoing priority. Here's what you can expect from us:

Assistive Devices

Our customers are welcome to use their own personal assistive devices to access our merchandise and services. 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 or services.

Communication

Our communications, from initial greeting through the sales process and follow up, will demonstrate our commitment to serve customers with disabilities

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.

If another law prohibits service animals, we will do the following to ensure people with disabilities can access our goods or services:

- Explain why the animal is excluded
- Discuss with the customer another way of providing the goods or services
- Provide personal assistance during the store visit

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

If we are temporarily unable to offer any special facilities or services that assist customers with disabilities, we will immediately provide notice of this interruption and the anticipated time when these services will be resumed. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative services if available.

Training

Home Building Centre Lindsay will provide accessible customer service training to:

- All employees and volunteers
- Anyone involved in developing our policies
- Anyone who provides goods or services on our behalf

Staff will be trained on accessible customer service upon hire.

Training will include the following:

- The purpose 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 a support person
- Understand and help to eliminate barriers that people with disabilities face
- Home Building Centre Lindsay's customer service policies and procedures

Our entire staff receives ongoing and documented training in order to properly communicate with and provide assistance to people with various disabilities.

Customer Feedback

We actively encourage the participation of all shoppers in our feedback process. Customer feedback will help us identify barriers and respond to concerns.

Customers who wish to provide feedback on the way Home Building Centre Lindsay provides goods, or services to people with disabilities can provide feedback to the Store Manager Dan Hargrave, in the following ways:

- In person
- By telephone at 705-324-3516
- By mail at 220 Lindsay St., S., Lindsay, ON, K9V 2N3,
- By email at dan@hbclindsay.com.

Home Building Centre Lindsay will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, upon request.

Notice of Availability of Documents

Home Building Centre Lindsay will notify the public that documents related to accessible customer service, are available upon request by posting on our company website: www.kawarthahomehardware.ca

Home Building Centre Lindsay will provide this document in an accessible format or with communication support, upon 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.

Modifications To This Or Other Policies

Any policies of Home Building Centre Lindsay that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.