



ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

POLICY GOAL

The Accessibility Standard for Customer Service applies to employees, volunteers, agents, and contractors who provide goods and/or services to customers within The Village Grocer, and provide accessibility for all shoppers. This policy is based on and adheres to the core principles of independence, dignity, integration and equality of opportunity for all customers.

Staff will respond to customers requiring assessable customer service in a respectful manner, within the appropriate accessibility tools that The Village Grocer has available.

DEFINITIONS

Disability

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- A condition of mental impairment or a developmental disability,
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

SCOPE

This policy applies to all levels of employment including senior management, store management, fulltime, and part time staff along with customer service representatives.

TRAINING

All levels over employees will be trained within the standard requirements.

Owner, and senior management will ensure his/her training is up to date through self-study or 3rd party consultant if required and will provide training within the requirements of the policy to staff accordingly.

POLICY

The Village Grocer is committed to providing and maintaining a positive shopping experience for all customers with disabilities in a manner that respects their dignity and independence.

Our Accessibility Standard for Customer Service Plan welcomes persons with disabilities that may require support persons, guide animal or mobile equipment while shopping. All personnel are trained at The Village Grocer to hold responsibility to accommodate individuals with disabilities while shopping.

Customers who wish to provide feedback on the way to The Village Grocer provides goods and services to people with disabilities can e-mail contact@thevillagegrocer.com, directly. Customers can also call (905) 940-0655 and speak with manager in charge, or in person.

RESPONSIBILITIES

- o Writing policy. To communicate and train applicable persons with the requirements of the Customer Service Plan.
- o Keep up to date with legislative requirements of the Accessibility Act (2005).
- o Provide hard copies of the plan for customers.
- o Respond to customer complaints/suggestions within 3 to 5 business days.
- o File online reports with the Ministry of Community & Social Services as required
- o Annually review the policy.
- o Provide assistance upon require by customers while shopping
- o When required, assist with needs of customer.

PLAN INFORMATION

Service Animals: permitted within The Village Grocer (excluding food preparation areas). If it is not apparent that the animal is a service animal, The Village Grocer has the right to request verification. The customer accompanied by a service animal is responsible for maintaining control of the animal at all times.

Support Persons: a person with a disability who is accompanied by a support person will be allowed to have that person throughout the facility.

Assistive Devices: The Village Grocer will ensure that all staff are trained with an array of devices such as, but not limited to mobile devices, canes, communications screens and wheel chairs.

Notice of Temporary Disruption: if planned or unexpected disruptions to services occur for customers with disabilities, The Village Grocer will notify customers as soon as possible.

Training: Training requirements are clearly defined in units 1-8 provided by The Ministry of Community and Social Services.