

ALGONQUIN OUTFITTERS

- ACCESSIBILITY STANDARD
FOR CUSTOMER SERVICE -

ACCESSIBLE CUSTOMER SERVICE PLAN

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

Algonquin Outfitters is committed to excellence in servicing all customers including people with disabilities

Assistive Devices

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

Communication

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

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.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompanying them on our premises.

ACCESSIBLE CUSTOMER SERVICE PLAN

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities:

Services

- Computer
- Internet
- Telephone

Facilities

- Main Entrance

Algonquin Outfitters will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time and description of alternative facilities or services, if available.

The notice will be made available:

- On **all** store entrances

Training for Staff

Algonquin Outfitters will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained:

- All store managers
- Assistant managers
- All full-time yearly staff

This training will be provided to staff:

- Within 15 days of hiring date

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Algonquin Outfitter's plan related to the customer service standard
- How to interact and communicated 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 any equipment or devices available on-site or otherwise that may be able to help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing *Algonquin Outfitter's* goods and services

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

Feedback Process

Customers who wish to provide feedback on the way *Algonquin Outfitters* provides goods and services to people with disabilities can:

- Verbalize any feedback to staff members in person or via. email, telephone or by fax.

All feedback will be directed to the:

- Controller of *Algonquin Outfitters*

Customers can expect a response within:

- Two business days

Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of *Algonquin Outfitters* that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

