



## Customer Service Accessibility Policy, Practices and Procedures

### **Policy Statement:**

The customer service accessibility policy (“the Policy”) applies to employees, volunteers, agents, and contractors who provide goods and/or services to customers within Factory Shoe, or on its behalf (“staff”).

The Policy complies with the Accessibility for Ontarians with Disabilities Act, 2005, (AODA.) Factory Shoe is committed to providing appropriate customer service to customers with disabilities. This Policy of Accessibility Standards for Customer Service is based on, and adheres to the core principles of independence, dignity, integration and equality of opportunity, for customers with disabilities.

Staff will respond to customers requiring accessible customer service in a respectful manner, with the appropriate accessibility tools that Factory Shoe has available.

### **Application:**

The Policy applies to all staff who provide goods and/or services to customers within Factory Shoe, or on its behalf.

### **Confidentiality:**

All interactions between customers and employees of Factory Shoe regarding the application of this policy will be considered confidential and will be disclosed only as required to provide appropriate customer service or as required by law.

### **Practices and Procedures:**

Factory Shoe is committed to using reasonable efforts in providing goods and services to all customers including customers with disabilities and will carry out our functions and responsibilities in the following areas:

#### **1. Communication**

Factory Shoe is committed to ensuring that its staff is aware of how to interact and communicate with customers with various types of disabilities in ways that take into account the person's disability and will provide appropriate training to its employees. Other non-employee staff is to be trained by their employers.

#### **2. Personal Assistive Devices**

Factory Shoe will ensure that its employees dealing with our customers receive training/familiarization on how to interact with various assistive devices while accessing our goods and/or services

#### **3. Guide Dogs and Service Animals**

Factory Shoe is committed to ensuring that its staff welcomes customers with disabilities who are accompanied by a guide dog or service animal in the areas of our premises that are open to the public.

(A “guide dog” is a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations under the Blind Persons' Rights Act.)

(An animal is a “service animal” for a person with a disability if it is readily apparent that the animal is used by the person for reason relating to their disability or if the person provides a letter from a physician or a nurse confirming that the person requires the animal for reasons relating to the disability.)

Factory Shoe will ensure that its employees dealing with customers are trained on how to interact with customers with disabilities who are accompanied by a guide dog or service animal.

#### **4. Support Persons**

Factory Shoe is committed to ensuring that its staff is welcoming to customers with disabilities who are accompanied by a support person in the areas of our premises that are open to the public.

(A “support person” is a person who accompanies a person with a disability to help with communication, mobility, personal care, medical needs or with access to goods and/or services.)

Factory Shoe will ensure that its employees dealing with customers are trained on how to interact with customers with disabilities who are accompanied by a support person.

#### **Training for Employees:**

Factory Shoe provides training to all employees who deal with customers and all those who are involved in the development and approval of customer service policies, practices and procedures.

Training includes the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the requirements of the Accessibility Standards for Customer Service
- A review of Factory Shoe's Customer Service Accessibility Policy, Practices and Procedures relating to the Accessibility Standards for Customer Service
- How to interact and communicate with customers with various types of disabilities.
- How to interact with customers with disabilities who use an assistive device or require the assistance of a guide dog or service animal or a support person
- What to do if a customer with a disability is having difficulty accessing goods and/or services.

All active employees will be trained before April 1<sup>st</sup>, 2013 on policies, practices and procedures that affect the way goods and/or services are provided to customers with disabilities. Employees returning from leave or hired on or after April 1<sup>st</sup>, 2013 will be trained within two (2) weeks of their return date or hire date.

All staff who are not Factory Shoe employees shall undergo training by their employers as required by the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) as a condition to providing goods and/or services to Factory Shoe customers.