



Accessible Customer Service Plan

Dashwood Industries Inc. is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or 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 part 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 accompany them on our premises at all times.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Dashwood Industries Inc. 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.

The notice will be placed on site in the front entrance of our facility. Those with scheduled appointments will be notified in advance whenever possible.

Training for staff

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

Training will include and overview of the Accessibility for Ontarians with Disabilities Act 2005 and the requirements of the customers service standard; Dashwood's plant related to the customers service standard; how to interact and communicate with people with various types of disabilities; however to interact with people with disabilities who use an assistive

device or required assistance of a service animal or support person; be made aware of any and how to use any equipment or devices on site; and, what to do if a person with a disability is having difficulty in accessing Dashwood's goods and services.

Employees will also be trained when changes are made to our plan.

Feedback process

Customers who wish to provide feedback on the way Dashwood Industries Inc. provides goods and services to people with disabilities can do so via

Mail	e-mail	Telephone	Fax
69323 Richmond St. Centralia, ON N0M 1K0	hresources@dashwood.com	519-228-2040	519-228-2076

All feedback will be directed to Dashwood's HR Generalist. Customers can expect to hear back from Dashwood within 3 business days.

Modifications to this or other policies

Any policy of Dashwood Industries Inc. that does not respect and promote the dignity of independence of people with disabilities will be modified or removed.

Availability of Documents

Dashwood Industries Inc. has prepared the documentation required under the Accessibility Standards for Customer Service and will provide them upon request.