

## 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:

- an overview of the Accessibility for *Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- Dashwood's plant relative to 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 required assistance of a service animal or support person
- be made aware of any, and how to use any equipment or devices on site
- 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

<b>Mail</b>	<b>e-mail</b>	<b>Telephone</b>	<b>Fax</b>
28648 Centre Rd. Strathroy, ON N7G 3H6	<a href="mailto:hresources@dashwood.com">hresources@dashwood.com</a>	519-228-2054	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 or 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.