



Accessible Customer Service Plan
561 Edward Ave, unit 12 & unit 16
Providing Goods and Services to People with Disabilities

TEMPORARY DISRUPTION:

Our retail location, unit 16, is currently open for curbside pick up only. If you require assistance for any reason while accessing your curbside order, please call our office at 905-884-2720. To limit in-person contact, our facilities, including the washroom, are closed to the public due to the pandemic, until further notice. Our construction showroom, unit 12, is open by appointment only.

The Pool Craft Company is committed to excellence in serving all customers including people with disabilities. All employees will make all reasonable efforts to assist customers with accessibility concerns allowing as much independence as possible.

Every person entering a Pool Craft building has the right to an accessibility plan that ensures that every person is treated equally.

This policy applies to retail staff working in unit 16 (employers, employees, part-time season staff) and the sales team working in unit 12 (employers, employees)

Any policy of The Pool Craft Company that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

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 coordination, 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 appliance or device

Procedures

The Accessibility for Ontarians with Disabilities Act, 2005

“Ontario is the first province and one of the first jurisdictions in the world to enact specific legislations establishing a goal and time-frame for accessibility. It is also the first jurisdiction to legislate accessibility reporting and to establish standards so people with disabilities can participate more actively in their communities. This is how the government is making Ontario more accessible by 2025.”

<http://www.ontario.ca/page/about-accessibility-laws>

Please refer to <http://www.ontario.ca/laws/statute/05a11> for the full act.



Customer Service Standard

Assistive devices: We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide 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 parts of our premises that are open to the public.

Support persons: All support persons are welcome at the office and must follow the same health and safety procedures as any customer would.

Notice of temporary disruption: In the event of a planned or unexpected disruption to services or facilities for customers with disabilities The Pool Craft Company 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 at all windows/entrance of building accessible to the public.

Training

The Pool Craft Company will provide training to employees who deal with the public. This training will be provided to staff within thirty days of their hire / start date. This policy applies to retail staff working in unit 16 (employers, employees, part-time season staff) and the sales team working in unit 12 (employers, employees)

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Pool Craft Company's plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to provide goods or services to people with disabilities

Feedback process

Customers who wish to provide feedback on the way The Pool Craft Company provides goods and services to people with disabilities can email Meaghan Mitchell, invoicing@poolcraft.ca.

All feedback, including complaints, will be taken under advisement. Consultation with the President's of the company, as well as the Landlord of the building to ensure we provide proper service to all patrons.

Customers can expect to hear back thirty days (30) what, if any actions will be taken to accommodate patrons with disabilities.

This policy will be reviewed as needed.