

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Yantzi Home Building Centre is committed to excellence in serving all customers including customers including people with disabilities. This document highlights key elements of our complete policy in this regard, which policy is available on request.

Assistive devices - We invite people with disabilities to use their own assistive devices on site. In cases where the assistive device presents a safety concern or accessibility an issue, other reasonable measures will be used to ensure access to 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 accompany them on our premises.

Notice of temporary disruption - In the event of a planned or unexpected disruption to services or facilities for customers with disabilities. Yantzi Home Building Centre 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.

Training - Yantzi Home Building Centre provide accessible customer service training to all employees, volunteers and others who deal with the public or other third parties on our behalf. Training also provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services. Staff are trained on Accessible Customer Service within 1 month after being hired. Staff will also be trained when changes are made to our accessible customer service plan.

Feedback process - Customers who wish to provide feedback on the way Yantzi Home Building Centre provides goods and services to people with disabilities can provide feedback verbally (in person or by telephone) or written (hand written, deliver, via website yantzihomebuildingcentre.com or email darleney@yantzihomebuildingcentre.com). All feedback, including complaints, will be responded to in a timely manner.

Notice of availability - Yantzi Home Building Centre will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the store and on company website.

Modifications to this or other policies - Any policy, practice or procedure of Yantzi Home Building Centre that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Tavistock, ON – December 2014