

**HARD COPY, PDF AND WORD FORMAT AVAILABLE UPON REQUEST**

### **Providing Goods and Services to People with Disabilities**

The management at **Van Luyk Greenhouses** is committed to excellence in serving all customers including people with disabilities.

#### **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**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons

#### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Van Luyk's 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 customer washroom and employee time clock.

#### **Training**

Van Luyk Greenhouses will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained:

- retail managers
- seasonal retail staff
- production workers and labourers

This training will be provided to staff within five days of being hired. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Van Luyk's plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities



## Accessible Customer Service Plan

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- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Van Luyk's goods and services

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 Van Luyk's provides goods and services to people with disabilities can send us an email, or speak with us verbally by phone or in person. All feedback, including complaints, will be directed to the owner. Customers can expect to hear back within five business days.

#### **Notice of availability**

Van Luyk's will notify the public that our policies are available upon request by posting them on our website.

#### **Modifications to this or other policies**

Any policy of Van Luyk's that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.