



Accessible Customer Service Policy

A. Providing Goods and Services to People with Disabilities

Ashford Cleaners is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

We will ensure that our staff is 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.

We will notify customers of this through a notice posted on our premises.

B. Notice of Temporary Service Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Ashford Cleaners 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.

Types of Temporary Service Disruptions

Temporary service disruptions may result due to many different situations. The following is a list of some common circumstances that may result in a service disruption. This list is not exhaustive:

- Washroom Closure
- Store Renovation
- Nearby Construction
- Power Failure

The notice will be placed at all public entrances and/or service counters on our premises.

C. Training

Ashford Cleaners will provide training to employees and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained:

- Management
- Customer Service Representative
- Alterations Seamstress
- Garment Presser

This training will also be provided to staff within 30 days after they commence their duties.

Training will include:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005;
- The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/08);
- How to interact and communicate with people with various types of disabilities, including by telephone, email and alternative methods;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to interact with and respond to concerns about service animals;
- What to do if a person with a disability is having difficulty in accessing Ashford Cleaners' goods or services; and
- Ashford Cleaners' policies, practices and procedures relating to the customer service standard.

Employees will also be trained when changes are made to our policy. Ashford Cleaners will keep a log of the training it provides, including who was trained, on what and when.

D. Feedback Process

Customers who wish to provide feedback on the way Ashford Cleaners provides goods or services to people with disabilities can be made via telephone, in-person, and email or by completing Ashford Cleaners' Accessibility Feedback Form.

All feedback, including complaints, will be directed to local store management, Peter Accardi. Customers can expect to hear back within 10 business days of receipt of feedback or complaints. Complaints will be addressed according to Ashford Cleaners' regular complaint management procedures.

E. Modifications To This Or Other Policies

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

F. Questions About This Policy

A copy of this Policy will be posted on the Ashford Cleaners' website. As well, customers can request a copy of Ashford Cleaners' Accessible Customer Service Policy and all related documents by contacting our local store management, Peter Accardi, at peter@ashfordcleaners.com. Customers with disabilities who request a copy of our Policy will be provided it in a format that takes into account their disability. If anyone has a question about the Policy or the purpose of a Policy is not understood, an explanation will be provided by our local store management, Peter Accardi.