

Accessibility Standards for Customer Service Plan

(As Required by the Accessibility Ontarians with Disabilities Act – AODA 2005)

The following policies, practices and procedures have been established by Arnts The Landscape Supplier Inc. to govern the provision of its services in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and Regulation 429/07, “Accessibility Standards for Customer Service.”

1. Our Mission

Arnts The Landscape Supplier Inc. is committed to ensuring that its policies, practices and procedures for the provision of its services are consistent with the principles outlined in the Accessibility Standards for Customer Service to effectively provide services to persons with disabilities. In fulfilling our mission, we strive at all times to provide products and services in a way that respects the dignity and independence of persons with disabilities.

2. Assistive Devices

Arnts The Landscape Supplier Inc. recognizes that some persons with disabilities use assistive devices in order to access our services. We will permit these individuals to use their assistive devices to obtain, use or benefit from the service. The policies of Arnts The Landscape Supplier Inc. address the use of assistive devices by people with disabilities.

3. Our Commitment: Policies, Practices and Procedures

Arnts The Landscape Supplier Inc. is committed to excellence in serving all customers including persons with disabilities. We are dedicated to giving persons with disabilities the same opportunity to access our products and services and to benefit from the same services, in the same place, and in the same way as other customers. Our policies, practices and procedures take a person's disability into account when communicating with the person.

4. Members of the Public & Third Parties

All members of the public and third parties have access to the premises. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on the premises.

5. Service Animals

Arnts The Landscape Supplier Inc. recognizes that some individuals with disabilities may require the use of guide dogs or other service animals in order to access services. Persons with disabilities who are accompanied by a guide dog or other service animals will be permitted to enter all public areas on our premises. Service animals are not excluded by law from our premises.

6. Entry to Premises

There is no fee required for entry onto the premises.

7. Notice of Temporary Disruption

Arnts The Landscape Supplier Inc. will provide customers with a notice in the event of a planned or unexpected disruption of services usually used by persons with disabilities. This notice will include information about the reason for the disruption and the anticipated duration. The notice will be posted on the front door of our premises and website, where appropriate in the circumstances.

8. Feedback Encouraged

Arnts The Landscape Supplier Inc. strives to meet and surpass customer expectations while serving persons with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Any policy of Arnts The Landscape Supplier Inc. that does not respect and promote dignity and the independence of people with disabilities will be modified or removed.

9. Feedback Process

For questions about the policy or feedback regarding the way Arnts The Landscape Supplier Inc. provides goods and services to people with disabilities, please contact:

Human Resources Manager
Attention: Brenda Arnts
Arnts The Landscape Supplier Inc.
4105 Lake Ridge Road North
Whitby, Ontario L1P 0B1

By Phone: 905.683.0887 or 905.655.0601

By Fax: 905.655.6845

By E-mail: info@arntstopsoil.com

All complaints will be addressed to our organization's regular complaint management procedures. A response will be returned within five business days.

10. Training: the Person

Training will be provided to the applicable persons about the provision of services to persons with disabilities. Training will also be provided to all individuals involved in the development and approval of customer service policies, practices and procedures.

11. Training: the Policies, Practices and Procedures

Arnts The Landscape Supplier Inc. has developed training to include current policies, practices and procedures required under the customer service standard.

12. Training: Policy

Arnts The Landscape Supplier Inc.'s training policy includes a summary of the contents of the specific training, details of when the training will be provided, and records of the actual training dates.

13. Documentation Upon Request

A notice will be posted at a conspicuous place on the premises and website stating that the documents required by the customer service standard are available upon request. The documents can also be provided in a format that takes a person's disability into account.