



POLICY INTENT

This policy is established to ensure that people disabled by barriers benefit from equitable access to information and customer service provided to the public by Decor Cabinets.

Decor Cabinets is committed to maintaining the dignity and respect of people who are disabled by barriers and will address and mitigate or eliminate barriers in accordance with the Customer Service Standard, under The Accessibility for Manitobans Act.

SCOPE OF APPLICATION

Decor Cabinets takes responsibility to ensure that all managers and employees are aware of practices and procedures. Managers will be responsible for providing processes and practices to support policy implementation.

This policy applies to all departments and functions that impact the quality of Customer Service provided by Decor Cabinets. All employees responsible for interacting with the public in providing customer service will receive training to ensure they deliver accessible customer service in a manner that maintains the dignity of persons disabled by barriers and allows them to enjoy the same quality experience and access to our product as all other Manitobans.

PRACTICES AND PROCEDURES

In accordance with The Accessibility for Manitobans Act, Decor Cabinets will address barriers to accessible customer service as outlined below:

1. To ensure accessible information and communication, Decor will:
 - Notify the public that alternate forms of information is available upon request (e.g. brochures available in plain language and clear print)
 - Ensure timely response to requests for alternate forms of communication
 - Train employees to communicate in a manner appropriate for the barrier as identified by the person experiencing the barrier
2. Decor will support the use of assistive devices through:
 - Training staff to be aware of what assistive devices are and their use
 - Providing reasonable accommodation to people using assistive devices when required
3. The presence of support persons will be accommodated and welcomed through:
 - Providing training to employees on how to host and treat the support person and the person with a barrier
 - Ensuring that the person with the barrier has access to the support person at all times while on company premises
4. Service animals will be accommodated and welcomed through:
 - Providing training on how to accommodate a service animal (how to ask questions to determine if the animal is a service animal, ensure that employees do not interfere with the service animal without the consent of the person with the barrier)
 - Recognizing that the service animal must be under the care and control of its owner at all times
5. The built environment will accommodate persons with barriers by:
 - Ensure passageways and entrances are cleared and unobstructed for accessibility
 - Providing clear signage on premises and on the website of planned or unexpected disruption, the reason why, alternate route if applicable, and estimated time for completion during construction or repair
6. Public events will be planned and hosted in a manner providing access to persons disabled by barriers:

- Communication of the event will be made public on company websites with notice that alternate forms of communication available upon request
 - Events will be hosted in accessible locations
 - Notice will be given that persons disabled by barriers may request relevant supports
7. Feedback re: Accessible Customer Service:
- Feedback will be welcomed by phone at 204-822-6151 or submitting an email from our Accessibility page at www.decorcabinets.com/accessibility
 - Acknowledgement of the feedback will be provided within 8 hours of receipt
 - A response will be provided within 2 weeks of the feedback
 - Records of all feedback and the company's response will be documented and made available upon request
8. Documentation re: Measures:
- The company's accessibility plan with measures and policy will be made available upon request; alternate formats will be made available when requested
 - Notice of the availability of the plan and policy will be posted on premises as well as the company's website
9. Training:
- All staff responsible for interacting with and providing customer service to the public will receive training that will include instructions on how to interact with and communicate to persons disabled by barriers, how to interact with persons who use an assistive device or use a support person or service animal, how to use equipment or assistive device available, how to respond when a person disabled by a barrier has difficulty accessing a good or service, as well as a review of the Human Rights Code and the Accessible Customer Service regulation
 - New employees will receive training as part of the onboarding plan for their role
 - Ongoing training will be provided as the policies and practices are reviewed and updated
10. Compliance and Accountability:
- The company will ensure compliance with the requirements stated in this policy
 - The policy will be reviewed bi-annually as per the audit/review of company policies