



Accessible Customer Service Policy

Lowe-Martin is committed to excellence in serving all customers including people with disabilities. All goods and services provided by Lowe-Martin shall follow the principles of Dignity, Independence, Integration and Equal Opportunity.

Assistive Devices

We will ensure that our employees are trained and familiar with various assistive devices 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.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Lowe-Martin 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 services, if available. This notice will be placed at the premises of Lowe-Martin as well as on its website and as many modes of communication available at the time.

Training for staff

Lowe-Martin will provide training to all employees, account managers and subcontractors who deal with the public or other third parties on their behalf. New employees, account managers and subcontractors will receive training as part of the orientation process.

Training components

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Lowe-Martin's plan related to the customer service standard including any subsequent changes
- How to interact and communicate with people with various types of disabilities
- 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 Lowe-Martin Group's goods and services

Feedback

All feedback will be directed to the President and customers and a response will be issued in 2 business days.

Modifications to this or other policies

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