



Accessibility Compliance Policy

Providing Goods and Services to People with Disabilities

Country Basket Garden Centre (Country Basket) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

Country Basket is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code, respecting non-discrimination.

Country Basket understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Country Basket is committed to excellence in serving and providing goods, services, or facilities to all customers, including people with disabilities.

Assistive Devices

We will ensure that our employees are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our goods or services. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities. People with disabilities may use their personal assistive devices when accessing our goods, services, or facilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will work with the person with disabilities to determine what method of communication works for them.

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.

If a fee or fare is normally charged to a customer for accessing our goods, services, or facilities, the fee/fare 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 people with disabilities, such as automatic doors or elevators, Country Basket will notify its members and the public. 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. This notice will be placed on the entrance doors to our premises.

Training for Employees

Country Basket is committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

We will provide training to employees who deal with our members, the public or other stakeholders. All employees will be provided with training and pertinent reference materials. The training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- 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
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
- What to do if a person with a disability is having difficulty accessing Country Basket's goods and services.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided, including the dates on which the training was provided and the number of individuals to whom it was provided.

Feedback Process

Country Basket welcomes feedback on how we provide accessible customer service.

Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways: by email, telephone or letter.

All feedback or complaints should be directed to Management.

A response can be expected within 10 business days.

Mailing Address:

Attn: Accessibility – Management

10008 Lundy's Lane

Niagara Falls, ON

L2H0T6

Telephone: 905-358-5811

Email: info@countrybasketniagara.com

Notice of Availability

Country Basket will notify the public that our policies are available upon request and are posted on the Country Basket website.

Modifications to this or other policies

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