



ACCESSIBLE CUSTOMER SERVICE PLAN

Friendly Fires Inc. is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

We will ensure that our employees are 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 and 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 welcome to have that person accompany them on our premises and no fee will be charged.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Friendly Fires will notify our 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. The notice will be placed at the respective location in which the disruption applies.

Training

Friendly Fires Inc. will provide training to employees, volunteers and others who deal with the public or third parties on our behalf. All individuals within our organization will be trained. This training will be provided to staff upon employment with our organization.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Friendly Fires Inc.'s plan related to the customer service standard
- 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 accessing Friendly Fires Inc.'s goods and services
- Staff will also be trained when changes are made to our plan

Feedback Process

Customers who wish to provide feedback on the way Friendly Fires Inc. provides goods and services to people with disabilities can speak to one of our employee's, send an email to sales@friendlyfires.ca, or write a letter to our Peterborough Head Office to the attention of Human Resources. All feedback, including complaints, will be directed to management. Customers can expect to hear back in 3-5 business days.

Modifications to this or other policies

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

August 26, 2016
Friendly Fires Inc.
Human Resources Department