



Accessibility for Ontarians with Disabilities Act, 2005 “AODA” Customer Service Policy

Caplan's strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Caplan's is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Assistive devices

We are committed to serving people who need assistive devices to obtain, use or benefit from our goods and services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.

Support persons

We are committed to welcoming people with disabilities who are accompanied by a support person. No person with a disability who is accompanied by a support person will be denied access to Caplan's' premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities or services usually used by people with disabilities, Caplan's will notify customers promptly. This 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 main entrance of our buildings (our Store and our Miele Gallery) and our Warehouse, if applicable.

Training

Caplan's will provide training to employees who deal with the public or other organizations on behalf of the Caplan's and all those who are involved in the development and approval of customer service policies, practices and procedures.

This training will be provided to employees within ten days of their start date with the Company.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 in accessing Caplan's' services

Feedback process

The ultimate goal of Caplan's is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Customers who wish to provide feedback on the way Caplan's provides goods and services to people with disabilities can e-mail the General Manager at steven@caplans.ca directly. Customers can expect to hear back within 48 hours. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of Caplan's that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities in accessing our good and services will be modified or removed.

Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has questions about this policy kindly contact Steve Voytek, General Manager at 416-767-1655 Extension 223 or by email at steven@caplans.ca.