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ACCESSIBILITY CUSTOMER SERVICE PLAN

PROVIDING GOOD AND SERVICES TO PEOPLE WITH DISABILITIES

Zander Sod is committed to excellence in serving all customers, including people with disabilities.

ASSISTIVE DEVICES – NOT APPLICABLE

We will ensure that our staff is 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 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. Fees 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 customers with disabilities, Zander Sod Co. Limited, 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 facilities or services.

TRAINING

Zander Sod Co. Limited will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

- Customer Service reps, Sales Reps, Management, Drivers, Health & Safety Committee Members, farm workers

This training will be provided to staff 5-10 business days after hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the customer service standard.
- Zander Sod Co. Limited'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.
- NOT APPLICABLE – How to use assistive devices provided by Zander Sod Co. Limited for our customers to use.
- What to do if a person with a disability is having difficulty in accessing Zander Sod Co. Limited's goods and services

Staff will also be trained when changes are made to your accessible customer service plan.

FEEDBACK PROCESS

Customers who wish to provide feedback on the way Zander Sod Co. Limited provides goods and services to people with disabilities contact us by telephone, mail, email or in person. All feedback, including complaints, will be directed to management who will respond within 3 business days.

NOTICE OF POLICY AVAILABILITY

Zander Sod Co. Limited will notify the public that our policies are available upon request by telephone, mail, email or in person, posting on our premises.

MODIFICATIONS TO THIS OR OTHER POLICIES

Any policy of Zander Sod Co. Limited that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.



Claus Zander, President