



Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Moffatt & Powell | RONA is committed to excellence in serving all customers including people with disabilities.

Assistive devices

Moffatt & Powell | RONA will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

Moffatt & Powell | RONA will communicate with people with disabilities in ways that take into account their disability.

Service animals

Moffatt & Powell | RONA welcomes 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 for admission to **Moffatt & Powell | RONA** premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, **Moffatt & Powell | RONA** 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, if available.

The notice will be placed at all **Moffatt & Powell | RONA** locations including:

- Watford, ON
- Strathroy, ON
- London, ON
- Mitchell, ON
- Tillsonburg, ON
- Exeter, ON



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Training for staff

Moffatt & Powell | RONA will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained:

- Customer Service
- Sales
- Yard
- Store Managers

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **Moffatt & Powell | RONA** accessible customer service plan.
- 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 access ramp and other available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing **Moffatt & Powell | RONA** 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 **Moffatt & Powell | RONA** provides goods and services to people with disabilities can email hr@moffattandpowell.com, verbally to Store Managers and through our suggestion box. All feedback will be directed to the Human Resources Manager. Customers can expect to hear back in 7 days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of **Moffatt & Powell | RONA** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.