

Accessibility for Ontarians with Disabilities Act (AODA)

Issued June 2014

Throat Threads Apparel is committed to providing its customers the highest level of service. We strive to meet the needs of the general population and pay particular attention to meet the needs of a diverse community, including people with disabilities.

We encourage customers to provide feedback so that we may better serve you moving forward. Any policy, practice or procedure of Throat Threads Apparel that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Accessibility Customer Service Plan Providing Goods and Services to People with Disabilities

Assistive Devices:

Throat Threads will ensure that our staff, volunteers and associates are trained and familiar with various assistive devices that customers may use while interacting with our staff/services. Customers are encouraged to provide their own assistive devices to assist with their personal tasks.

Communication:

Throat Threads will communicate with people with disabilities in ways that take into account their disability. We will work with our customers to determine the best method that is comfortable for their needs.

Service Animals:

Throat Threads welcomes people with disabilities and their service animals to all activities and events as part of our day-to-day business interaction with customers.

Support Persons:

Throat Threads welcomes people with disabilities and their support person(s). Support persons may include: paid individuals, family members or friends of the person with a disability.

Notice of Temporary Disruptions:

In the event of a service disruption (planned or unplanned), Throat Threads will make its best efforts to secure suitable alternate arrangements on behalf of individuals with disabilities. Notifications of the service disruption will include instructions on where or when alternate services will be available for the duration of the disruption.

Training:

Throat Threads has provided accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Additional training will be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

As of June 11, 2014, Throat Threads Apparel staff participated in AODA Customer Service training. Throat Threads is committed to training future hires in AODA training as part of our ongoing staff development program once every six months.

Training included (but is not limited to):

- An overview of the Accessibility for Ontarians with Disabilities Act (2005);
- How to interact and communicate with people with various types of disabilities;
- How to interact with assistive technology, support personnel and service animals;
- How to access our customer feedback process; and
- What to do if a person with a disability is having difficulty accessing our goods and/or services.

Accessible Documents:

Throat Threads will provide, upon request, copies of our policies and procedures for providing customer service for people with disabilities.

Feedback:

Customers are encouraged to provide feedback on the quality of service they receive while interacting with Throat Threads and/or its representatives by contacting:

Attention: Sue McConnell, Administration/HR Manager

Telephone: 905 681 8437

Email: smcconnell@throatthreads.com

Mail: 1134 Plains Road East, Burlington, ON L7S 1W6

All feedback, including complaints, will be acknowledged within seven days including remedy for corrective action as required.