



Bushtukah Inc.

Customer Service Accessibility Policy

Providing Goods and Services to People with Disabilities

Our Commitment

We strive to provide excellence in serving all customers, including people with disabilities. We are committed to eliminating barriers and improving accessibility for persons with disabilities and to providing goods and services in a way that respects the dignity and independence of people with disabilities. People with disabilities will be given the same opportunity to access and benefit from our goods and services, in the same place and in a similar way as other customers.

Communication

When communicating with a person who has a disability, we will communicate in a manner that takes into account the person's disability.

We will train employees who communicate with customers on how to interact and communicate with people with various types of disabilities.

Telephone Services

We are committed to providing fully accessible telephone services to our customers. We will train employees to communicate with customers over the telephone in clear and plain language. We will offer to communicate with customers by email if telephone communication is not suitable for their needs or is not available.

Assistive Devices

We are committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Service Animals

We welcome persons with disabilities who are accompanied by service animals. Service animals are allowed on the parts of our premises that are open to the public.

We will ensure that all employees are properly trained on how to interact with people with disabilities who are accompanied by a service animal.

Support Persons

Any person with a disability who is accompanied by a support person will be allowed to enter our premises with his or her support. 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 Service

We will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for disruption, its anticipated duration, and a description of alternative facilities or services, if available.

This notice will be placed at all public entrances and at the point of disruption. This notice will be provided in accessible formats as required.

Training

We will provide training to all employees, volunteers and others who deal with the public or other third parties on our behalf, and to all individuals who are involved in the development and approval of the customer service policies, practices and procedures.

Training must be completed during the employee orientation process.

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 support person.
- What to do if a person with a disability is having difficulty in accessing Bushtukah's goods and services.
- Bushtukah's Customer Service Accessibility Policy (this document)

Training records will be kept, including dates when the training is delivered, the number of employees to who the training was provided and their names. Staff will also be trained when changes are made to our accessible customer service plan.

Feedback Process

Bushtukah is committed to providing excellent customer service. We welcome and appreciate feedback, questions or concerns from our customers on all issues, including the way we provide goods and services to people with disabilities.

Feedback can be provided in person at our retail locations by speaking with the manager or supervisor on duty or by completing a feedback form. All feedback will be directed to the Store Manager at each location.

Feedback can also be provided via email to customerservice@bushtukah.com or by completing the AODA Customer Feedback Form on our website www.bushtukah.com (click "Accessibility Customer Service Policy" at the bottom of our home page.)

If you choose to provide feedback by letter or telephone, the contact information is below:

Bushtukah Inc
Attn: Customer Service
2680 Queensview Dr.
Suite 130
Ottawa, ON K2B 8J9

Toll Free: 1-888-993-9947

Bushtukah 203 Richmond Rd (Westboro): (613) 792-1170

Bushtukah 5607 Hazeldean Rd (Stittsville): (613) 831-3604

We will make reasonable efforts to address concerns or complaints immediately. Customers can expect to hear back in no more than 3 days.

Availability of Accessible Customer Service Documents

We shall, upon request, give a copy of this policy to any person. A copy of this document is available on our website www.bushtukah.com or can be obtained at any of our retail locations. If a person with a disability requests a copy of this policy, we will provide the policy, or the information contained within the policy, in a format which takes into account the person's disability.

Modifications to this or other policies

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



AODA Customer Feedback Form

We value all of our customers and strive to meet everyone's needs. Your feedback provides a valuable opportunity to learn more and improve.

Date: _____ Time: _____

1. Did we respond to and meet your customer service needs?

- Yes
- No
- Somewhat

Comments:

2. Was our customer service provided to you in an accessible manner?

- Yes
- No
- Somewhat

Comments:

Other comments:

Contact Information (optional)

Name: _____ Phone Number: _____

E-mail: _____

Bushtukah protects privacy and your personal information. Your personal information will not be shared with any other parties or used for any other purposes than for communicating with you regarding the comments or concerns that you have raised. We will make all reasonable efforts to address concerns or complaints immediately.

Please return this form to the Store Manager or supervisor on duty.

Thank you for your feedback.