

Shepherd's Fashions Ltd

Accessible Customer Service Plan

Shepherd's Fashions is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff are 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 Shepherd's Fashions will notify customers promptly. This notice will be clearly posted and 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 entrance to the store where the temporary disruption has occurred and on the Shepherd's Fashions website, www.shepherdsfashions.com.

Training

Shepherd's Fashions will provide training to employees, volunteers and others who deal with the public or 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: managers, sales associates, cashiers and customer service representatives, style consultants, visual merchandisers, head office personnel, including the president and owner.

This training will be provided to staff within *one month* of being hired for employment at Shepherd's.

Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard.
- **Shepherd's Fashions'** plan related to the customer service standard.
- How to interact and communicate with people with 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 assistive devices or equipment on the premises that may help in providing goods or services to people with disabilities. (name them).
- What to do if a person with a disability is having difficulty in accessing Shepherd's Fashions' goods and services.

Staff will also be trained when changes are made to the plan.

Feedback process

Customers who wish to provide feedback on the way **Shepherd's Fashions** provides goods or services to people with disabilities can e-mail Shepherd's, speak with a store manager, or submit feedback via a suggestion box at store cash or on the Shepherd's website.

All feedback, including complaints, will be directed to Marlene Shepherd, President and owner of Shepherd's Fashions. Customers can expect to hear back in 48 hours.

Notice of availability

Shepherd's Fashions will notify the public that our policies are available upon request by *posting them on its website, www.shepherdfashions.com.*

Modifications to this or other policies

Any policy of **Shepherd's Fashions** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.