

Linen Chest Ontario Public Service accessibility plans and policies

Linen Chest is committed to excellence in serving all customers including people with disabilities. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA) 2005, Linen Chest has developed a policy and process to ensure that persons with disabilities have equal access to goods and services at Linen Chest, and that the service they receive is respectful of their dignity and independence.

Assistive devices

We will ensure that our staffs 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

We will notify customers of this through a notice posted on our premises and on our web site.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities with the access ramp or the bathroom, Linen Chest 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 the front doors of the store.

Training

Linen Chest 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:

All Linen Chest employees

This training will be provided to staff within 7 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
- Linen Chest'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
- How to use the access ramp and the bathroom.
- What to do if a person with a disability is having difficulty in accessing Linen Chest'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 Linen Chest provides goods and services to people with disabilities can do it at info@linenchest.com .

All feedback, including complaints, will be contacted in person or by email.

Customers can expect to hear back in 2days.

Notice of availability

Linen Chest will notify the public that our policies are available upon request on our web site www.linenchest.com

Modifications to this or other policies

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