

Providing Goods and Services to People with Disabilities

Bolt and Nut Supply Ltd is committed to excellence in serving all customers including people with disabilities.

Assistive devices

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.

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, at no charge.

Feedback process

Customers who wish to provide feedback on the way **Bolt and Nut Supply Ltd** provides goods and services to people with disabilities can email Marie McDowell at mmcdowell@boltandnutsupply.com or telephone at 519-623-5977 x 308

All feedback including complaints, will be directed to Marie McDowell.

Customers can expect to hear back in 5 days.

Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of **Bolt and Nut Supply Ltd** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Accessible Customer Service Plan

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Bolt and Nut Supply Ltd 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 our Retail Counters in Brantford, Cambridge and Stoney Creek and posted on our website at www.boltandnutsupply.com

Training for staff

Bolt and Nut Supply Ltd will provide training to employees who deal with the public or other third parties on their behalf. All Employees will be trained.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **Bolt and Nut Supply Ltd'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
- What to do if a person with a disability is having difficulty in accessing **Bolt and Nut Supply Ltd's** goods and services. Staff will also be trained when changes are made to the plan.

Accessible Employment Standard for Small Business

Hiring: Bolt and Nut Supply Ltd welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

During the hiring process, job applicants will be advised when they are selected for an interview that accommodations will be provided.

If an applicant or successful candidate requests an accommodation, we will discuss their needs with them and make adjustments to support those needs.

Workplace information:

Workplace information will be provided in an accessible format on request. Employee needs will be discussed to ensure the appropriate format is provided.

Talent and performance management:

Bolt and Nut Supply Ltd advises employees of available positions to allow for career development.

Communication of accessibility policies:

Bolt and Nut Supply Ltd has policies to support people with disabilities on our website. All new employees receive AODA training on hiring.

Thereafter employees are advised of updates to policies via email or in an accessible format based on their needs.