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# Turkstra Lumber AODA Customer Service Policy

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## STATEMENTS OF COMMITMENT

Turkstra Lumber is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Turkstra Lumber understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Turkstra Lumber is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Turkstra Lumber is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policy is consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

## **ASSISTIVE DEVICES**

People with disabilities may use their personal assistive devices (wheelchairs, canes, etc.) when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

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, services or facilities.

## **COMMUNICATION**

We will communicate with people with disabilities in ways that take into account their disability. We will work with the person with a disability to determine what method of communication works for them.

## **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.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. In areas where health and safety is of increased concern, an employee may accompany the customer in those areas.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

## **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.

In certain cases, Turkstra Lumber might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

## **NOTICE OF TEMPORARY DISRUPTION**

In the event of a service disruption, Turkstra Lumber will provide notice to the public and employees of any disruptions to facilities or services usually used by persons with disabilities, including information about the expected length of the disruption and a description of any alternative facilities and/or services that are available.

The notice of disruption will be posted at the entrance of the appropriate branch/retail location and recorded on Turkstra Lumber voice mails and website when required.

## **TRAINING**

We are committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. We will train all our employees and volunteers on accessibility as it relates to their specific roles.

Training includes the following:

- Review the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the integrated standards.
- 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 equipment or devices available on Turkstra Lumber premises.
- What to do if a person with a disability is having difficulty in accessing Turkstra Lumber's goods and services.
- Turkstra Lumber's policies, practices and procedures relating to the integrated standards.
- Staff will also be trained when changes are made to these policies, practices and procedures.
- Training will consist of electronic and written materials and content. Records will be kept confirming the name of the individual staff trained, what was included and the date training is completed.

## **FEEDBACK PROCESS**

Turkstra Lumber welcomes feedback about how it provides customer service to persons with disabilities. Members of the public may provide feedback in the manner deemed most convenient to them as follows:

- In person at any store location
- By phone to our Human Resources Department at 905.388.8222
- In writing to the attention of our Human Resources Department at 1050 Upper Wellington St. Hamilton, ON. L9A 3S6
- By email to the attention of our Human Resources Department:  
[hr@turkstralumber.com](mailto:hr@turkstralumber.com)

Turkstra Lumber will acknowledge all feedback received and advise the person providing feedback of any actions taken by Turkstra Lumber.

Turkstra Lumber will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

## **NOTICE OF AVAILABILITY OF DOCUMENTS**

Turkstra Lumber will notify the public that documents related to accessible customer service are available upon request by posting a notice on our website and in store/retail locations.

Turkstra Lumber will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

## **MODIFICATIONS TO THIS OR OTHER POLICIES**

Any policies of Turkstra Lumber that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.