

# **ACCESSIBILITY FOR CUSTOMERS WITH DISABILITIES: CUSTOMER SERVICE POLICY**

## ***CUSTOMER POLICY***

### **Our Mission**

The mission of Walking On A Cloud is to constantly exceed our customer's expectations by providing value added service with professionalism. The cornerstones of our business are SERVICE, QUALITY BRAND NAME FOOTWEAR, SELECTION, and SIZE/WIDTH. We work diligently to develop and foster long-term relationships with our customers.

### **Our Commitment**

In fulfilling our mission Walking On A Cloud is committed to providing goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

### **Providing Goods and Services to People with Disabilities**

Walking On A Cloud is committed to providing excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

#### ***A. Communication***

Walking On A Cloud will communicate with people with disabilities in ways that take into account their disability.

We will train our customer service staff on how to interact and communicate with our diverse user community and people with various types of disabilities.

#### ***B. Telephone Services***

We are committed to providing accessible telephone service to all of our customers and will train staff to communicate with customers over the phone in plain language and to speak clearly.

We will offer to communicate with customers via email, fax, or mail if telephone communication is not suitable to their communication needs.

### ***C. Assistive Devices***

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

We will also ensure that staff receive training on how to use the following assistive devices available on our premises for customers including: shoe horns, fitting stools etc.

### ***D. Billing***

We are committed to providing accessible receipts to all of our customers. For this reason, receipts will be provided in the following formats: computer generated receipt, staff will also read receipt to customer upon request.

We will answer any questions customers may have about the content of their receipts in person, over the phone or email.

### **Use of Service Animals and Support Persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. We will also ensure that staff are properly trained in how to interact with people with disabilities who are accompanied by service animals.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Walking On A Cloud's premises with his or her support person. 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**

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

The notice will be posted at all public entrances and service counters on our premises.

### **Training**

Walking On A Cloud will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the *Human Rights Code* as it pertains to persons with disabilities, to:

- all its employees and volunteers;
- all employees/management who participate in developing Walking On A Cloud's policies; and,
- all other persons who provide goods, services or facilities on behalf of the company

The training will be appropriate to the duties of the employees, volunteers and other persons.

A record of training received by Walking On A Cloud employees will be kept at Walking On A Cloud's Head Office.

Walking On A Cloud is committed to providing training on an on-going basis in connection to any changes to the policies, practices and procedures governing the provision of goods and services to persons with disabilities.

### ***Training will include:***

- ❖ The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*
- ❖ The requirements of the Accessibility Standard for Customer Service (Ontario Regulation 429/08)
- ❖ Information about Walking On A Cloud's policies, procedures, and guidelines pertaining to Walking On A Cloud's services to users with disabilities
- ❖ How to interact and communicate with people with various types of disabilities
- ❖ What to do if a person with a disability is having difficulty accessing Walking On A Cloud goods and services
- ❖ How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or a support person

### **Feedback Process**

The ultimate goal of Walking On A Cloud is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Walking On A Cloud provides goods and services to people with disabilities can be made by comment card (in store), written letter, email, or over the phone. All feedback will be directed to Customer Service.

Feedback can be provided at the store level to Store Management or can be directed to Customer Service at Walking On A Clouds Head Office.

Response to customer feedback will be via phone, email or written letter. Feedback will be provided in a format that takes into account the person's accessibility needs due to disability.

**Contact Phone Number:** (416) 667-8929 ext. 225

**Contact Email:** [woacshoes@gmail.com](mailto:woacshoes@gmail.com)

**Mail:** 365 Flint Road  
Unit #1-3  
North York, ON  
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### **Modifications to this or Other Policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.