

Leon's Accessibility Policy

This Guideline is in accordance with the Accessibility Standards for Customer Service, Ont. Reg. 429/07, developed under the Accessibility for Ontarians with Disabilities Act, 2005.

Policy

Leon's Furniture Limited is committed to providing goods and services in a manner that respects the dignity and independence of persons 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.

Leon's Furniture Limited shall meet its duties and responsibilities under Ontario Regulation 429/07 by complying with the following principles and practices:

Communication

We will make every reasonable attempt to communicate with people with disabilities in ways that take into account their disability. We will also make every reasonable attempt to train employees who communicate with customers on how to interact and communicate with people with various types of disabilities.

Telephone Services

We will make every reasonable attempt to train employees to communicate with customers over the telephone using language that is simple and easy to understand. We will instruct them to speak slowly and clearly and ensure that the information is understood by the customer.

We will offer to communicate with customers by email and relay services if telephone communication is not suitable to their communication needs, or is not available.

Assistive devices

People with disabilities will be permitted to use their personal assistive devices to access all areas on our premises that are open to the public (i.e. Showroom area, Customer Pick Up area, the parking lot and customer washrooms). The Office areas and Warehouse will also be accessible with the accompaniment of a Manager/Supervisor when deemed necessary to do so.

We will also ensure that employees know how to use the following assistive devices which are available on our premises for customers: automatic door openers and mobility devices such as a manual wheelchair.

Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy and email. The invoice can also be read back to the customer at the time of purchase.

We will answer any questions customers may have about the content of the invoice in person, by telephone, or email, as requested by the customer.

Principles of Service

Our employees are entrusted with the important responsibility of ensuring that each and every valued Leon's customer is treated as fairly as possible in an effort to provide excellent customer service.

It is our responsibility to ensure each and every customer is happy with his/her purchase(s), and is treated with the respect and attention that he/she deserves.

Through our Principles of Service, we will do our best to reasonably ensure that:

- Employees assist and/or allow customers the use of a telephone for transportation.
- Carpets and floors are maintained to ensure that accessibility is not impeded, as well as maintain and control obstructions and document as required.
- The handicap doors and assistive devices, such as wheelchairs, are in working condition and are inspected on a monthly basis.
- Designated parking is accessible and is free from any snow and debris.
- Employees will offer any customers the use of the wheelchair when needed or requested.

Use of service animals and support persons

We will welcome people with disabilities who are accompanied by a service animal and/or a support worker in the parts of our premises that are open to the public. The Office areas and Warehouse will also be accessible with the accompaniment of a Manager/Supervisor when deemed necessary to do so.

We will do our best to reasonably ensure that all employees are properly trained in how to interact with people with disabilities who are accompanied by a service animal and/or support worker. It is our intention that at no time should a person with a disability who is accompanied by a support worker be prevented from having access to his or her support person while on our premises.

Notice of temporary disruption

Leon's Furniture Limited 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, its anticipated duration, and a description of alternative facilities or services, if available.

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

Training for Employees/Non-Employees

Leon's Furniture Limited will do our utmost to reasonably provide training to associates, volunteers, cleaners and service technicians who deal with the public or other third parties on their behalf, as well as those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

- Sales Associates
- Customer Service Representatives
- Front Office Associates
- Delivery Associates
- Warehouse Associates that work directly with customers
- Delivery Drivers
- Managers and
- Customer Care associates

This training will be provided during their Orientation and when changes are made to the policy.

The training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 manual wheelchair available on the premises.
- What to do if a person with a disability is having difficulty accessing Leon's goods and services.
- Leon's Furniture's policies, practices and procedures relating to the customer service standard.

Employees will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Employees will also be

trained on an ongoing basis when changes are made to these policies, practices and procedures, when deemed necessary to do so.

Feedback Process

The ultimate goal of Leon's Furniture Limited is to meet and perhaps exceed customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

Feedback regarding the way Leon's Furniture Limited provides goods and services to people with disabilities can be made by:

- Email to: customercare@leons.ca
- Customer Comment Cards which can be found in the Bill Holders
- Verbally at the store
- Telephone: 416 243 7880
- Mail: 45 Gordon Mackay Road
Toronto, Ontario M9N 3X3

All feedback will be directed to the General Manager, the Duty Manager of the store in question, or the Customer Care Department at Home Office.

Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by contacting Leon's Customer Care Department at 416-243-7880.