

Accessibility Policies:

Providing Goods and Services to People with Disabilities

Lowerys is committed to excellence in serving all customers including people with disabilities. We will work to remove barriers to accessibility and address the needs of those with different disabilities. We will meet our accessibility requirements under the Accessibility for Ontarians with Disabilities and Ontario's disability laws.

Assistive Devices

We will ensure that our staff are trained and familiar with the assistive devices, we have on site or that we provide for use by customers with disabilities, while accessing our goods and 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.

Thunder Bay

540 Central Ave.
Thunder Bay, ON P7B 6B4
T (807) 344-6666
F (807) 345-4446

Fort Frances

398 Scott St.
Fort Frances, ON P9A 1G9
T (807) 274-2743
F (807) 247-8748

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities. Lowerys 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.

This notice will be placed at all public window/entrance of Lowerys buildings.

Training

Lowerys will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

This training will be provided to the Retail Manager, who will then train sales associates and other Lowerys staff, who will have dealings with the public. Effectuated new employees will be trained within three weeks of being hired.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Lowerys 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 disability is having difficulty, in accessing Lowerys goods and services.

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Feedback process

Customers who wish to provide feedback on the way Lowerys provides goods and services to people with disabilities can contact Retail Manager. All feedback, including complaints, will be dealt with HR and customers can expect to hear back within a couple of days, depending on the situation.

Modifications to this or other policies

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

Lowerys policies are evolving documents that may be adapted as appropriate to reflect cultural and organizational changes as well as the modifications that are constantly being made to government regulations. We, Lowerys, are committed to maintaining open and transparent communication with all employee and will provide up-dated policies, in a timely manner.

Our goal is to improve, wherever possible Lowerys accessibility.

Lowerys Management:



Andrew Christie