



AODA CUSTOMER SERVICE STANDARDS

Aldershot Greenhouses Limited (AGL) strives at all times to provide its 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.

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

Assistive devices

We are committed to serving people who need assistive devices to obtain, use or benefit from our goods and services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

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 and other third parties.

Support persons

We are committed to welcoming people with disabilities who are accompanied by a support person. No person with a disability who is accompanied by a support person will be denied entry into AGL 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

In the event of a planned or unexpected disruption to services or facilities or services usually used by people with disabilities, AGL will notify customers promptly. This 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 the main entrance of our building.

Training

AGL will provide training to employees who deal with the public or other companies on behalf of the AGL and all those who are involved in the development and approval of customer service policies, practices and procedures.

Feedback process

The ultimate goal of AGL 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.

Customers who wish to provide feedback on the way AGL provides goods and services to people with disabilities can e-mail it to AODA@agl.ca.

Customers can expect to hear back within 48 hours. Complaints will be addressed according to our Company's regular complaint management procedures.

Modifications to this or other policies

Any policy of AGL that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities in accessing our good and services will be modified or removed.