 Renowned for Solid Wood Since 1899	Document Description		AODA – Customer Service Policy					
	Created By:	G. Koch	Doc. Number	Health, Safety & Environmental Policy 38				
	Date:	April 10, 2002	Revision:	4	Revised by:	J. Davidson	Date:	Oct 24, 2023

Section 38.1 AODA Plan

Introduction

Durham Furniture Inc. (DFI) strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

DFI is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies and maintain records including dates and number of individuals trained.


Customer Service

This plan will be posted on our website so customers are aware of our dedication to remain in compliance with the Customer Service standards and have the opportunity to provide DFI with feedback.

- Onsite feedback can be done on a customer feedback form or verbally to any DFI employee
- Can also be submitted to jmbolognone@durhamfurniture.com
- Customers will receive acknowledgement of their feedback, along with any resulting actions based on their concerns
- Timeline for the actions October 2023

DFI will make every reasonable effort to ensure the principles of dignity, independence, integration, and equal opportunity by:

- Ensuring that all customers receive the same value and quality;
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services, as long as this does not present a safety risk;
- Using alternative methods, when possible, to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's disability.
- Guide dog or service animal will be allowed access to premises that are open to the public unless otherwise excluded by law.
- Ensure that a disability accompanied by a support person may enter the premises together and that the customer is not prevented from having access to the support person.
- When disruptions occur, Durham Furniture Inc. will provide notice by:
 - Posting notices in conspicuous places including at the point of disruption, at the main entrance, and the nearest accessible entrance to the service disruption.
 - Contacting customers with appointments;

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- Verbally notifying customers when they come in, or
- By any other method that may be reasonable under the circumstances.

➤ Timeline for the actions October 2023

Employment

DFI is committed to fair and accessible employment practices.

- Welcomes and encourage applications from people with disabilities.
- Accommodations are available upon request for candidates taking part in all aspects of the selection process.
- Partner with Life Directions Employment Supports, “specializes in providing individualized, one-on-one employment supports to jobseekers facing barriers to employment.”
- Timeline for the actions October 2023.

For more information on this accessibility plan, or a free standard and accessible format of this document, please contact

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Our accessibility plan is publicly posted at

<https://www.durhamfurniture.com/>