Accessible Customer Service Plan



Policy and Commitment: We are committed to providing goods duration, and a description of alternative facilities or services, if 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 allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Providing Goods and Services: We are committed to excellence in serving all customers, including people with disabilities. We will meet all requirements for Customer Service Accessibility through:

Communication: We will communicate with people with disabilities in ways that take into account their disability. We will train team members who communicate with customers how to interact and communicate with people with various types of disabilities.

Telephone Services: We are committed to providing fully accessible telephone service to our customers. We will train team members to communicate with customers over the telephone clearly and effectively. We will offer to communicate with customers via other methods if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices: We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods. We will ensure that our team members are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. Exceptions may occur in situations where a team member(s) has determined that the assistive device may pose a risk to the health and safety of a person with the disability or the health and safety of others on the premises. We will also ensure that team members know how to use assistive devices available on our premises for customers.

Use of 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. We will also ensure that all team members are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Use of Support Persons: 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 our 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 Disruptions: We 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 (e.g., wheelchair accessible washrooms). This notice will include information about the reason for the disruption, its anticipated

available. The notice will be placed at all public entrances and customer service counters on our premises. Where a team member(s) has determined that a disruption may pose risk to a customer with disabilities (e.g., a wet floor for a customer who is vision impaired), we may ask the customer to accept alternative customer service (e.g., a team member brings the product to the customer).

Training for Team Members: We will provide training to all Ontario team members, including: regional directors, district managers, store managers, store management teams, HR managers, loss prevention managers, and all other team members who have contact with our customers. Team members will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Team members will receive additional training when changes are made to these policies, practices and procedures.

Training Details: Training will include the following: • The purposes of the AODA/IASR, and the requirements of the Ontario 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 a disability is having difficulty in accessing our goods and services.

 Value Village policies, practices and procedures relating to the standards for customer service.

Feedback Process: The goal of Value Village is to meet and surpass customer expectations. Achieving this goal includes serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way we provide goods and services to people with disabilities can be by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise. All feedback will be directed to our Customer Care Team. Complaints will be addressed using already established company customer service procedures.

Modifications to this Policy: 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. Any policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions?

If you have any questions, please contact:

Customer Care Team 11400 SE 6th Street. Suite 200 Bellevue, Washington 98004 - www.valuevillage.com 1-425.462.1515