

ACCESSIBILITY POLICY FOR PLANT WORLD LIMITED

Our Commitment:

Plant World Limited is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of and serving all customers including persons with disabilities. We will do so by removing and preventing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Training:

Plant World will ensure that training is provided to all employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities.

*All new employees will be trained on our customer service standards.

*All employees will be trained when there is an update to the policy.

*A record of this training will be kept on file.

Assistive Devices:

We will ensure that all members of our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

Any visitor to the shop in need of assistance due to a disability will have a member of the staff with them upon request to assist as required.

Service Animals:

We welcome people with disabilities as well as their service animals. Service animals are welcome on any part 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 any part of our premises that are open to the public. Fees will not be charged for support persons.

Kiosks:

Plant World will have consideration for accessibility when designing, procuring or acquiring self-serve kiosks to better serve persons with disabilities. Self-serve kiosks are not currently offered at Plant World.

Information and Communications:

Upon request, Plant World will provide or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

Plant World will consult with the person making the request in determining the suitability of an accessible format or communication support.

Accessible Websites and Web Content:

Plant World will ensure that our Internet website, including web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA where this is practicable.

Feedback Process:

Plant World will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing or arranging accessible formats and communications supports upon request.

This can be facilitated by speaking directly to a Plant World employee via email at the following address of mail@plantworld.net or by calling 416.241.9174

All feedback will be in the format in which we were contacted or a more convenient alternative as stated by the customer within 2-5 business days.

Notice of Temporary Disruption:

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Plant World 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 inside at our information counter.