

AODA Customer Service Policy Statement

Our Mission

The mission of Clare's Cycle & Sports is committed to provide accessible and equitable customer service to each of our diverse and valued guests.

Our Commitment

Clare's Cycle & Sports strives to provide our products and services in a manner that is accessible to all of our customers, and respects the dignity and independence of people with disabilities. We are committed to offering equal opportunity to access our products and services and to providing the benefit of the same services, in the same place and in a similar way to all customers.

Providing Goods and Services to People with Disabilities

Clare's Cycle & Sports 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:

Communication

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

We will train staff who communicate with customers on 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 staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by email and/or relay service 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 and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Use of Service Animals and Support Persons

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. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

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 Clare's Cycle & Sports' 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

Clare's Cycle & Sports 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. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises.

Training for Staff

Clare's Cycle & Sports will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback Process

The ultimate goal of Clare's Cycle & Sports is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well these expectations are being met are welcome and appreciated. Feedback regarding the way Clare's Cycle & Sports provides goods and services to people with disabilities can be submitted to:

Charles Dick
Clare's Cycle & Sports Ltd.
799 Hwy 20
Fenwick, On L0S 1C0
Email: service@clarescycle.com
Phone: 905-892-2664
Fax: 905-892-1210

Alternatively, quests and suppliers can submit feedback or comments to any of our employees and it will be forwarded to the above person for review.

Modifications to This or Other Policies

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 of Clare's Cycle & Sports that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions About This Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, please contact:

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