



Campio Furniture Ltd.

Accessibility Policy

Accessibility Policy/ Statement

Campio Furniture Limited is committed to meeting the accessibility needs of persons with disabilities in a timely manner. We are also committed to provide goods and services in a manner that respects the dignity, independence and the rights of equal opportunity.

Campio Furniture Ltd. is in compliance with the AODA (Accessibility Laws of Ontario)

If anyone has any questions about the Accessibility Policies For Campio Furniture Ltd. please contact us at :

Mail: **Campio Furniture Limited**
5770 Highway #7, Unit 1
Woodbridge, On L4L 1T8

Telephone: **905-850-6636**

Fax: **905-850-6640**

Email to: **info@campio-group.com**

Campio Furniture Ltd.

Accessibility Policy

This Guideline is in accordance with the Accessibility Standards for Customer Service, Ont. developed under the Accessibility for Ontarians with Disabilities

Policy

Campio Furniture Limited is committed to meeting the accessibility needs of persons with disabilities in a timely manner. We are also committed to provide goods and services in a manner that respects the dignity, independence and the rights of equal opportunity.

Communication

We will make every reasonable attempt to communicate with people with disabilities. We will also make every reasonable attempt to train employees who communicate with customers on how to interact and communicate with people with various types of disabilities.

Telephone Services

We will make every reasonable attempt to train employees to communicate with customers over the telephone using language that is simple and easy to understand. We will instruct them to speak slowly and clearly and ensure that the information is understood by the customer.

We will communicate with customers by email if telephone communication is not suitable to their communication needs, or is not available.

Assistive devices

People with disabilities will be permitted to use their personal assisted devices to access certain areas on our premises (i.e. Showroom area, parking lot and customer washrooms).

Use of service animals and support persons is permitted.

We will welcome people with disabilities who are accompanied by a service animal and/or support worker in the certain areas of our premises.

We will do our best to reasonably ensure that all employees are properly trained in how to interact with people with disabilities who are accompanied by a service animal and/or support worker.

Notice of temporary disruption

Campio Furniture Limited will provide customers with a timely notice in the event of a planned or unexpected disruption. This notice will include information about the reason for the disruption and its anticipated duration.

The notice will be posted at front reception and shipping department.

Feedback Process

Campio Furniture Limited will meet customer expectations in serving customers with disabilities. Comments on our services regarding how well these expectations have been met are welcomed.

Feedback with respect to Campio Furniture Limited's goods and services policies regarding people with disabilities can be made by contacting us at:

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Attention: **General Manager**

Training for Employees

Campio Furniture Limited will do our utmost to provide training to employees and managers who deal with the customers or other third parties.

This training will be provided during orientation and if any changes to the policy are expected.



THE
CAMPIO GROUP
FINE LEATHER FURNITURE

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