



We respect the dignity and independence of our customers and are committed to ensuring that your shopping experience is integrated and accessible to all people with disabilities. Active steps have been taken to reasonably accommodate the needs of customers with disabilities by offering services and facilities that provide equal opportunities for participation. At the *Home Building Centre Gravenhurst*, anticipating the special requirements of shoppers visiting our stores and offering assistance wherever possible is an ongoing priority.

Here's what you can expect from us:

Communication

Our communications, from initial greeting through the sales process and follow up, will demonstrate our commitment to serve customers with disabilities.

Assistive Devices

Our customers are welcome to use their own personal assistive devices to access our merchandise and services.

Support People and Service Animals

Support people and guide dogs or other service animals are also welcome to accompany our disabled customers while shopping in our stores. Wherever service animals are prohibited by law, we will provide personal assistance during the store visit.

Interruption of Services

If we are temporarily unable to offer any special facilities or services that assist customers with disabilities, we will immediately provide notice of this interruption and the anticipated time when these services will be resumed.

Training

Our entire staff receives ongoing and documented training in order to properly communicate with and provide assistance to people with various disabilities.

Customer Feedback

We actively encourage the participation of all shoppers in our feedback process. In addition to sharing your comments in person, you may also contact us by telephone at 705-687-2289, by mail at P.O. Box 309, Gravenhurst, On P1P 1T7, or electronically at info@hbcgravenhurst.com.

If you feel that these standards have not been maintained in your situation, please let us know by calling Stephen Collins (General Manager).

Your business is important to us!

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