

LONDON STAIR & RAILING

P: 519.455.0704 TF: 1.800.391.6036 E: info@londonstair.com
639 Sovereign Road. London ON N5V 4K8

Accessibility

Accessible Customer Service Information

For your convenience our sales representative will meet with you at your home or construction site, with samples and suggestions. We have brochures which show a multitude of stair designs from which to choose.

When visiting our showroom at 639 Sovereign Road in London, there is a parking lot with a ramp. Our showroom is on the main floor and is wheelchair accessible. With advanced notice we can have a sales representative accommodate you on the lower level.

Unfortunately, we do not have a wheelchair accessible washroom on the lower level. If you have any questions about visiting our showroom, please feel free to contact us at (519) 455-0704 or info@londonstair.com. Any concerns or comments regarding accessibility at London Stair can be directed to customer service via email, phone, or in writing.

Accessible Customer Service Plan

London Stair & Railing Co Ltd. is committed to providing goods and services to people with disabilities, their support people and animal services.

Communication

London Stair will take the time to communicate with people with disabilities in ways that take into account their disability.

Service Animals

London Stair allows service animals in our showroom and will accommodate accordingly.

Support Persons

Any customer with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of Temporary Disruption

Planned or unexpected disruptions to services or facilities for customers with disabilities accessing our showroom will be notified immediately upon arrival. A 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.

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Training

London Stair provides training to employees who deal with the public regarding our accessibility policies. These employees include office staff, sales representatives, and management.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- London Stair's Accessibility Plan
- 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
- How to use the front door ramp
- What to do if a person with a disability is having difficulty in accessing our showroom and how to create an alternative plan to accommodate

To download a copy of our Accessible Customer Service Plan [click here](#).

Any comments, questions, or concerns can be directed to our Customer Service Department by way of email info@londonstair.com, phone (519) 455-0704 or in writing.