



Accessibility Policy

JYSK is committed to developing policies, practices, and procedures that provide accessible quality services to its clients. Services will be provided to clients with disabilities in a manner that promotes and respects dignity, independence, integration, and equal opportunity.

JYSK is dedicated to ensuring all programs and services are accessible to clients in accordance with The Accessibility for Manitobans Act and associated regulations. (C.C.S.M. c. A1.7) M.R. 171/2015.

If a barrier to accessing our goods or services cannot be removed, we seek to provide alternate ways to access the goods or services.

JYSK will endeavor to ensure that the Policy and related practices and procedures are consistent with the following four (4) core principles:

- i. **Dignity** - Persons with a disability must be treated as valued clients as deserving of service as any other customer.
- ii. **Equality of Opportunity** - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services.
- iii. **Integration** - Wherever possible, persons with a disability should benefit from our services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, services will, to the extent possible, be provided in another way that takes into account the person's individual needs.
- iv. **Independence** – Services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

JYSK provides services to all clients including those with disabilities. Every effort will be made to ensure the following:

- i. The service will be provided in a manner that respects the dignity and independence of persons with disabilities.
- ii. The provision of services to clients with disabilities, and other will be integrated unless an alternative measure is necessary, whether temporarily or permanently, to enable clients with a disability to participate in the services offered by JYSK



1. Communication

JYSK is committed to communicating with clients with disabilities in different or alternative ways that take into consideration their disability

Staff will be trained on how to interact and communicate with clients with disabilities in a manner that is respectful of a client's dignity and independence.

Alternative methods of communication will be provided as requested. Staff will be trained to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly.

All our publications include the statement: "This publication is available in alternate formats on request." We also specify how a person can request an alternate format.

2. Use of Assistive Devices

Assistive Devices, guide animals and/or support persons may be used by clients to assist in accessing services at JYSK.

JYSK may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

All service animals must have proof of inoculations/vaccinations.

JYSK Staff and will be properly trained in how to interact with clients with disabilities who are accompanied by a service animal a support person or an assistive device.

3. Notice of Temporary Disruptions

JYSK will notify clients if there is a planned or unexpected disruption of a facility or service persons with a disability use to access our services. The notice will be posted at the entrance of the applicable premises and as well as being provided verbally, electronically or in person as applicable. The notice will include the following information:

- That a facility or service is unavailable.
- The anticipated duration of the disruption.
- The reason for the disruption.
- Alternative facilities or services, if available.



4. Feedback Procedure

JYSK accepts feedback in a variety of ways including in person, by telephone, in writing or electronically. Our feedback protocol requires JYSK to respond to all client inquiries within seven business days.

Feedback regarding the way JYSK Canada provides access to our goods and services can be submitted to our Customer Care Department:

Phone: 1-888-696-JYSK (5975)

Online: [Submit a Request](#)

Mail: 25 King Edward Street, Coquitlam BC V3K 4S8

OR

In person by asking to speak to someone on the Management team.

Customers can expect acknowledgement of their feedback, once received, within 2 business days.

5. Training and Records

JYSK will provide training and ongoing training as required under The Accessibility Act and associated regulations, to all persons to whom this Policy applies as well as to those persons charged with developing this Policy and related procedures and practices. An overview of the on-line training link on the accessible customer Service <http://amalearningmb.ca/cs-home.html> and the requirements of the customer service standard.

A. Content of Training

Training will include:

- i.* A review of the purpose of the Act and requirements of the Standard.
- ii.* A review of the Policy.
- iii.* How to interact and communicate with persons with various types of disabilities.
- iv.* How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person.
- v.* What to do if a person with a disability is having difficulty accessing our premises and/or services.



- vi. Staff will also be trained on our organizational policies, practices, and measures, including updates or changes to our JYSK's plan.

B. Timing of Training

Training will be provided to all persons to whom this Policy applies as soon as practicable after he or she is assigned the applicable duties.

C. Documenting Training

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance the requirements of the Act

The above policies and procedures will apply to all services that are delivered by JYSK including services delivered in person, by telephone, electronically, visually, orally or by written materials.

All Accessibility Policies of JYSK are available to our clients. Alternative formats are available upon request.