

## We are Here to Help All of our Customers

Needing is committed to accessible service. If you require assistance, please make staff aware of your needs.

We can offer:

- documents with large print
- assistance with reading documents or instructions
- service animal accommodation
- wheelchair accessible counter service

We do not at this time have the ability to convert print documents to Braille. Staff are able to read aloud any document or instructions required as an alternative.

We do not at this time have sign language service. We can accommodate hard-of-hearing customers by reducing background noise and increasing the volume of oral instructions.

We are currently reviewing our web site and electronic services for the purposes of making them fully accessible. Change is forthcoming and will occur in 2018 or 2019.

