

Accessibility Standard for Customer Service

The Accessibility Standard for Customer Service policy governs how Custom Ice Inc. provides goods and services to members of the public or other third party organizations in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and the *Accessibility Standard for Customer Service*, which aims to establish accessibility standards for people with disabilities.

Custom Ice is committed to using reasonable efforts to ensure that it provides accessible customer service to people with various kinds of disabilities and respects the principles of independence, dignity, integration and equal opportunity.

Definition

“Disability” means:

1. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
2. a condition of mental impairment or a developmental disability;
3. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
4. a mental disorder; or
5. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

The definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities with effects that may come and go.

General Principles

Custom Ice will use reasonable efforts to ensure that policies, practices and procedures are documented and consistent with the following core principles of the standard:

- a) **Dignity** - Respect the dignity of a person with a disability. Treat them as customers and clients who are as valued and as deserving of effective and full service as any other customer. □
- b) **Independence** – People who may move or speak more slowly should not be denied an opportunity to participate in a program or service because of this factor. A WEG employee should not hurry them or take over a task for them if they prefer to do it themselves in their own way. □
- c) **Integration** – Allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers. Sometimes, integration does not serve the needs of all people with disabilities. In the case of services, it means that people with disabilities have the same opportunity to benefit from the way you provide goods or services as others. They should not have to make significantly more effort to access or obtain service. They should also not have to accept lesser quality or more inconvenience.

Practices and procedures

Custom Ice complies with the regulations of the *Accessibility Standard for Customer Service* by:

- Providing goods and services in a manner that respects the dignity and independence of persons with disabilities;
- Providing goods and services so that persons with disabilities are able to fully benefit from the same services, in the same place, and in the same or similar way as persons without disabilities, unless an alternative measure is necessary to enable a person with a disability to obtain, use, or benefit from Custom Ice's goods and services; and
- Giving people with disabilities the same opportunity equal to that of persons without disabilities to obtain, use, or benefit from Custom Ice's goods and services.

Use of assistive devices

Custom Ice permits persons with disabilities to use their personal assistive devices while on Custom Ice's premises to obtain, use, or benefit from our goods and services.

Use of service animals and support persons

Persons with disabilities who are accompanied by guide dogs or other service animals will be permitted to enter Custom Ice's premises that are open to the public with the animal and will be allowed to keep the animal with them, unless the animal is otherwise excluded by law. If the service animal is excluded by law, Custom Ice will use reasonable efforts to ensure that alternate means are available for persons with disabilities to obtain, use or benefit from our goods and services.

Assistance Provided

Custom Ice may offer a person with a disability other reasonable measures to assist the person in obtaining, using or benefiting from Custom Ice's goods and services, with no liability. Where Custom Ice provides assisted services they must be documented in policies, practices and procedures.

Support Persons

Persons with disabilities who are accompanied by a support person will be permitted to enter Custom Ice's premises that are open to the public and will not be prevented from having access to the support person while on the premises.

Custom Ice may require a person with a disability to be accompanied by a support person while on Custom Ice's premises in situations where it is deemed necessary to protect the health and safety of the person with a disability and/or others.

When support persons are required for Custom Ice sponsored meetings or events, the person with a disability will be required to provide his or her own support person. Where admission fees are charged, the support person will receive access free of charge.

Communication

When communicating with a person with a disability, Custom Ice will do so in a manner that takes into account the person's disability. When providing a copy of a document to a person with a

disability Custom Ice shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability.

Notice of temporary disruptions

Custom Ice will make reasonable efforts to provide notice to persons with disabilities in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. If the disruption is anticipated, Custom Ice will provide a reasonable amount of advance notice of the disruption. If the disruption is unexpected, notice will be provided as soon as possible.

The notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be posted on Custom Ice's website, and in a pertinent location on the premises, or another method that is reasonable given the circumstances.

Training

All persons to whom this policy applies will receive training as required by the Accessibility Standards for Customer Service, including contractors, third parties and volunteers. Accessible Customer Service training will be provided to all Custom Ice employees. □ Records of training will be kept by the Human Resources Manager, including the dates that training was provided and the number of individuals who received the training. Training information will be available to customers upon request while maintaining personnel privacy considerations.

Feedback process

Custom Ice is committed to providing high quality goods and services to all members of the public that it serves, including customers with disabilities. Comments on how well Custom Ice achieves this goal are welcomed and appreciated.

Feedback from members of the public regarding the way Custom Ice provides goods and services to people with disabilities can be made by telephone, in person, in writing, in electronic format (e.g. e-mail) or through other relevant methods.

All feedback received will be directed to Janice Bernard, Manager, Human Resources, who can be reached at:

C2-3375 North Service Rd., Burlington, Ontario, Canada L7N 3G2
Phone: 905-632-8840 Fax: 905-632-6723 □
E-mail: jbernard@customicerinks.com

Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve Custom Ice's services. In most cases, a response to the feedback will be provided within 30 working days. Feedback and/or responses will be delivered in a format that is accessible to the complainant.

Notice of availability of documents

All documents required by the Accessibility Standards for Customer Service, including Custom Ice's policies, practices and procedures governing accessible customer service; documents on the use of service animals and support persons; notices of temporary disruptions; and documents regarding Custom Ice's feedback process, are available upon request.

Format of documents

If Custom Ice is required to give a copy of any document available under the Accessibility Standards for Customer Service to a person with a disability, Custom Ice will provide the document, or the information contained within the document, in a format that takes into account the person's disability. Alternatively, Custom Ice and the person with a disability may agree on an alternate format for the document or information.

If an alternative format is required, please contact Janice Bernard, Manager, Human Resources.

Reporting

Annual reporting to the Ministry and the manager of Human Resources.