



ACCESSIBILITY POLICY - CUSTOMER SERVICE STANDARDS

Purpose

The purpose of this policy is to communicate Jadaco Recreation Management's approach to implementing customer service standards in order to comply with *the Accessibility for Ontarians with Disabilities Act, 2005*, Customer Service Standard regulations issued by the Ontario Ministry of Community and Social Services effective January 1, 2012.

Scope

This policy applies to all employees, seasonal interns, volunteers, third parties or other individuals that interact with the public on behalf of Jadaco Recreation Management.

Our Commitment

Jadaco Recreation Management is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Policy

Providing Goods and Services to People with Disabilities

Jadaco Recreation Management is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

- **Communication**

We will communicate with people with disabilities in ways that take into account their disability. We will work with people with disabilities to determine a method of communication and information based on their needs.

- **Assistive Devices**

We are committed to serving people living with disabilities who use assistive devices; such devices may be used to access, use or benefit from our goods and services.

- **Telephone Services**

We are committed to providing fully accessible telephone services to people living with disabilities.

- **Billing**

We are committed to providing accessible invoices and, upon request, our invoices will be provided in alternative formats and by alternative methods of delivery. We will answer any questions customers may have about the content of the statement in a manner that is suitable to the customers' needs.

Use of Service Animals and Support Persons

- **Guide Dogs and Service Animals**

We welcome people with disabilities and their guide dogs or service animals when accessing our services. These animals are allowed on the parts of our premises that are open to the public.

- **Support Persons**

We welcome people living with disabilities who are accompanied by a support person when accessing our services. People living with disabilities will be allowed to have their support person accompany them on the parts of our premises that are open to the public.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Jadaco Recreation Management will notify customers promptly. This 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. The notice will be posted in the main entry way to the premises as well as our website.

Training

Jadaco Recreation Management will provide training to all employees, volunteers and others who deal with the public or other third parties on our behalf. As well as every person who participates in developing our companies policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.

Training will be in respect to any material changes to this Policy as required by legislation, including (as applicable):

- an overview of the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) and the requirements of the customer service standards set out in the AODA regulations;
- this Policy;
- how to interact and communicate with people with various types of disabilities;
- how to interact with people living with disabilities who use an assistive device or require assistance of a service animal or a support person;
- What to do if a person with a disability is having difficulty in accessing our services or facilities.
- Teaching staff to use equipment at facilities properly.

This training will be provided to staff upon hiring, or as soon as possible in the busy season, and will be repeated on an annual basis.

Our company will keep records of the training provided, including the dates on which the training was provided along with the number of individuals to whom it was provided.

Feedback

Jadaco Recreation Management welcomes feedback on how we provide accessible customer service. Feedback may be made on how Jadaco Recreation Management provides goods and services to people with disabilities by contacting Oyinda Saliu, Human Resources Manager directly:

- by e-mail or electronic text to hr@jadaco.com
- by telephone at (416) 665-2236 extension 2322.
- by fax at (416) 665-4241 attention to Oyinda Saliu.
- in person, in writing, by diskette to:

Oyinda Saliu, HR Manger
260 Spinnaker Way, Unit 2,
Concord, Ontario.

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A response can typically be expected within 2 business days in a manner that takes into account the person's disability.

Notice of Availability of Documents

Jadaco Recreation Management will provide this Policy in an accessible format upon request. We will consult with the person making the request to determine the suitability of the format. The accessible format will be provided in a timely manner at no additional cost.

This document is available in alternative format upon request