

Accessibility Standards for Customer Service Policy

This policy is intended to meet the requirements of Accessibility Standards for Customer Services, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by **Accolade Group Inc.** shall follow the principles of dignity, independence, integration and equal opportunity.

Scope

- a) This policy applies to the provision of goods and services at premises owned and operated by the Company.
- b) This policy applies to all employees, third party service providers and others who deal with public or other third parties on behalf of the Company.
- c) The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises owned and operated by the Company.
- d) This policy shall also apply to all persons who participate in the development of the Company's policies, practices and procedures governing the provision of goods and services to members of public or third parties.

Definitions

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them that might assist in hearing, seeing, communication, moving, breathing, remembering and reading, such as wheelchair, walker or a personal oxygen tank, etc.

Disability – the term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- 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, and 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 wheel chair or other remedial appliance or device
- a condition of mental impairment or a developmental disability
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- a mental disorder
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

Guide Dog – is a highly trained working dog that has been trained to provide mobility, safety and increased independence for people who are blind.

Service Animal – an animal is a service animal for a person with a disability if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her disability;
- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – a dog, other than a guide dog for the blind, is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
- The person who requires the dog can provide, on request, a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – in relation to a person with a disability, is another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

General Principles

In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, this policy addresses the following:

1) The Provisions of Goods and Services to Persons with Disabilities

The Company will make every reasonable effort to ensure that its policies, practices and Procedures are consistent with the principles of dignity, independence, integration and Equal opportunity by:

- ensuring that all customers receive the same value and quality
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk
- using alternative methods, when possible, to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services
- Communicating in a manner that takes into account the customers' disability.

2) The Use of Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing Goods or services provided by the Company.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

For example, where elevators are not present and an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

3) The Use of Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law.

Recognizing a Guide Dog, Service Dog and / or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, the Company may request verification from the customer.

Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability
- a valid identification card signed by the Attorney General of Canada, or a certificate of training from a recognized guide dog or service animal training school

Care and Control of the Animal:

The customer that is accompanied by a guide dog, service dog and / or service animal is responsible for maintaining care and control of the animal at all time.

Allergies:

If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, The Company will make all reasonable efforts to meet the needs of all individuals.

4) The Use of Support Persons

If a customer with a disability is accompanied by a support person, the company will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

In situations where confidential information might be discussed, concern will be obtained from the customer, prior to any confidential information being discussed.

5) Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of the Company. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use the Company's goods or services, reasonable efforts will be made to provide advance notice.

When disruptions occur the Company will provide notice by:

- posting notices at the point of disruption, at the main and side entrance and on the website
- contacting customers with appointment
- verbally notifying customers when they are making an appointment, or
- By any other method that may be reasonable under circumstances.

6) Training

The Company provides training to all employees, third party service providers and others who deal with our customers, the public or other third parties on our behalf. Training is also given to everyone who develops policies, procedures and practices. Our training program includes the following:

- a) The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the Requirements of the Accessibility Standards for Customer Service regulation;
- b) How to interact and communicate with people with various types of disabilities;
- c) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or assistive devices;
- d) What to do if a person with a disability is having difficulty in accessing our products Or services; and
- e) Our policies, practices and procedures relating to the customer service standard.

Applicable employees are trained on policies, practices and procedures that affect the Way products and services are provided to people with disabilities. Employees are Trained as soon as practicable after an individual has been assigned duties that include Interaction with the public, or development of policies, practices and procedures related to customer service and on an ongoing basis when changes are made to these polices, practices and procedures.

7) Feedback Process

Our goal is to meet and surpass customer expectations while serving customers with Disabilities. Comments on our services regarding how well those expectations are being Met are welcome and appreciated. If you are a person with a disability and having Trouble accessing a product or service we offer, please telephone us as follows:

Telephone: 416 465 7211

If your concern or complaint is not resolved to your satisfaction, please contact our President:

President
Accolade Group Inc.
66 West Beaver Creek Road,
Richmond Hill, Ontario,
L4B 1G5

Telephone: 416 465 7211

Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. All our policies and procedures are developed or updated in such a manner as to respect and promote the dignity and independence of persons with disabilities.