

## **AODA Customer Service Policy**

The Loomex Group strives to provide our services in a manner that is accessible to all of our customers, and respects the dignity and independence of people with disabilities. We are committed to offering equal opportunity to access our services and to providing the benefit of the same services, in the same place and in a similar way, to all customers.

The Loomex Group understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

The Loomex Group is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

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## **Providing goods, services or facilities to people with disabilities**

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

### **Assistive devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

We will work with the person with a disability to determine what method of communication works for them.

## **Service animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

## **Support persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, The Loomex Group might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, The Loomex Group will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

## **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities The Loomex Group 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.

Services/Facilities include:

- The elevator

The notice will be made publicly available in the following ways:

- Signage in the lobby of the Loomex building

## **Training**

The Loomex Group will provide accessible customer service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service within 30 days after being hired.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Loomex Group's policies related to the customer service standard
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
- what to do if a person with a disability is having difficulty in accessing The Loomex Group's goods, services or facilities

Staff will also be trained when changes are made to our accessible customer service policies.

## **Feedback process**

The Loomex Group welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback in the following ways:

- At the Loomex reception desk
- On our website: [www.loomex.ca](http://www.loomex.ca)

Customers who wish to provide feedback on the way The Loomex Group provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

Documentation available at:

- Our front desk in the Loomex Building
- On our website [www.loomex.ca](http://www.loomex.ca)

All feedback, including complaints, will be handled in the following manner:

Feedback will be directed to the Director of Corporate Services for review and response.

Customers can expect to hear back in 7 days.

The Loomex Group will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

## **Notice of availability of documents**

The Loomex Group will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

- Lobby of the Loomex building

The Loomex Group will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.



## **Modifications to this or other policies**

Any policies of The Loomex Group that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.