



## AODA Customer Service Standard

The Beer Store is committed to excellence in serving all customers including persons with disabilities.

### Assistive Devices

Assistive technology is a term used to describe the various forms of devices such as assistive, adaptive, and rehabilitative devices used to assist persons with disabilities. These devices are used to support the needs of the individual person and specific disability by enabling them to perform tasks that they may not have been able to accomplish formerly.

Examples of assistive devices include hearing aids, speech amplification devices, white canes, wheelchairs, screen readers, etc. Ontario Employers are not responsible for providing any assistive devices under the Customer Service Standard, but rather, are responsible for ensuring all employees are properly trained.

The Beer Store will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

### Communication

Accessible customer service requires employees to overcome and find ways around different barriers that customers may have. Employers need to ensure that their employees are trained on how to successfully communicate with customers with disabilities to ensure accessible goods and services.

The Beer Store employees will communicate with people with disabilities in ways that take into account their disabilities.

### Service Animals

With certain types of disabilities, an animal may be more of an assistive form of aid rather than a device. These service animals are trained to carry out certain tasks that help people with disabilities. There are three types of assistive animals that have been categorized by the international assistance animal community:

1. Guide Animals: Used to guide the blind
2. Hearing Animals: Used to help signal the hearing impaired
3. Service Animals: Used to do work for persons with disabilities other than blindness or deafness



Under the Customer Service Standard, service animals must be allowed on parts of the workplace premises (excluding certain areas such as a kitchen).

The Beer Store will welcome people with disabilities and their service animals into our workplace when it is readily apparent that the animal is used by the person for reasons relating to his or her disability or, if the person provides a letter from a regulated health care professional, confirming the need for a service animal for reasons relating to a disability.

### **Support Persons**

Support persons are those that help persons with disabilities perform day to day tasks. Without support, the person may not be able to access your organization. All support persons should be welcomed into the workplace.

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

The Beer Store may require a person with a disability to be accompanied by a support person when on premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises. We will consult with the person with a disability to understand their needs.

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities at The Beer Store, we will notify customers promptly. A clearly posted notice will include information about the reasons for the disruption, its anticipated length of time and a description of alternative facilities or services, if available. The notice will be posted at the point of service or facility disruption.

### **Training**

Under the Customer Service Standard all employees must be trained. The Beer Store will provide training to all employees, volunteers and others who deal with the public or other third parties on our behalf.

Our training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005
- The requirements for the Customer Service Standard
- How to interact with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device
- How to interact with people who use the assistance of a service animal
- How to interact with people who use a support person
- How to use any equipment or devices available at your workplace to assist with providing goods or services to persons with disabilities



- What to do if a person with a disability is having difficulty accessing our organization's goods or services

New employees will be trained after being hired, and retrained in the event that changes are made to the policy.

### Feedback Process

*The Beer Store's* customers who wish to provide feedback on the way we provide goods, services or facilities to people with disabilities can provide feedback via:

Email [CustomerService@TheBeerStore.ca](mailto:CustomerService@TheBeerStore.ca)

Phone 1-888-948-2337

Or by mail

The Beer Store  
280 Sovereign Road  
London, Ontario  
N6M 1B3  
Attn: Customer Service

*The Beer Store* provides accessible formats or communication supports for customers when receiving or responding to feedback. This is communicated through the multi-year accessibility plan posted on our website.

All feedback, including complaints, will be initially coordinated by Customer Service and you can expect to hear back within ten (10) business days in the manner within which the feedback was originally communicated. If you require accessible formats or communication supports to provide or receive feedback, please notify *The Beer Store* using the contact information listed above.

### Modifications to This or Other Policies:

Any policy of *The Beer Store* that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Jeff Wilcox, Director Health & Safety  
January 1, 2019