



## **Accessibility for Ontarians with Disabilities Act, 2005 "AODA" Customer Service Standards Policy**

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Briar Meadows strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Briar Meadows 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:

### **Assistive devices**

We are committed to serving people who need assistive devices to obtain, use or benefit from our goods and services.

### **Communication**

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

### **Service animals**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.

### **Support persons**

We are committed to welcoming people with disabilities who are accompanied by a support person. No person with a disability who is accompanied by a support person will be denied access to Briar Meadows' premises.

At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

## **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities or services usually used by people with disabilities, Briar Meadows will notify any client who is scheduled to meet at Briar Meadows' premises prior to such a disruption. Briar Meadows will ensure that an alternate, accessible meeting place is arranged.

## **Training**

Briar Meadows will provide training to employees who deal with the public or other organizations on behalf of Briar Meadows and all those who are involved in the development and approval of client service policies, practices and procedures.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the client 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
- What to do if a person with a disability is having difficulty in accessing Briar Meadows' services

## **Feedback process**

The ultimate goal of Briar Meadows is to meet and surpass client expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Customers who wish to provide feedback on the way Briar Meadows provides goods and services to people with disabilities can email directly to [info@briar Meadows.ca](mailto:info@briar Meadows.ca). Customers can expect to hear back within 48 hours.

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

Any policy of Briar Meadows that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities in accessing our good and services will be modified or removed.

## **Questions about this policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has questions about this policy kindly [contact Kim Tsementzis at 289-244-3073](tel:289-244-3073).