

## ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

### Purpose

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act”) is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability.

A standard for customer service has been established under the Act to ensure goods and services are, where at all possible, equally accessible to every member of the public.

At Secret Location, we are committed to providing a barrier-free environment for our customers. The objective of this policy is to ensure we meet the requirements of the standards and promote its underlying core principles, described below.

1. Communication with persons with a disability
2. The use of assistive devices by persons with disabilities;
3. The use of service animals by persons with disabilities;
4. The use of support persons by persons with disabilities;
5. Customer feedback regarding the provision of goods and services to persons with disabilities
6. Training;
7. Notice of availability and format of documents.
8. Notice of temporary disruptions in services and facilities;

### Scope

The Policy applies to all employees who interact with members of the public or third parties on behalf of Secret Location.

### Policy Statement

In accordance with the *Accessibility for Ontarians with Disabilities, Ontario Regulation 429/07, Accessibility Standards for Customer Service*, Secret Location is committed to providing an environment that is accessible and inclusive to all persons either employed or visiting Secret Location premises. It is the policy of Secret Location that its working environments will be free from discrimination and harassment as defined by the Ontario Human Rights Code.

# SECRET LOCATION

## **Providing Goods and Services to People with Disabilities**

### **1. Communication with Persons with a Disability**

When communicating with a person with a disability, Secret Location will do so in a manner that takes into account the person's disability. Secret Location commits to provide training on customer service to all current and future employees and volunteers affected by this Policy. This training will, in particular, include how to interact and communicate with persons with various types of disabilities.

### **2. Assistive Technology**

Personal assistive technologies are permitted and unrestricted in all areas of Secret Location premises to which employees and the public have access, except when subject to operator safety. Staff will receive training on Assistive Devices that may be used by persons with a disability when accessing our goods and services.

### **3. Service Animals**

A person with a disability may be accompanied by a service animal and access the premises owned or operated by Secret Location, if the public has access to such premises and the animal is not otherwise excluded by law.

### **4. Support Persons**

A person with a disability may access premises owned and/or operated by Secret Location accompanied by a support person, to assist in accessing goods or services and/or for the purposes of providing support with mobility, personal assistance and/or communication. Staff will receive training on how to interact with persons with a disability accompanied by a Support Person.

### **5. Feedback**

Secret Location welcomes feedback regarding this Policy. Feedback may be provided by telephone, in person or in writing to Secret Location's Human Resource Department or mailed to:

*Human Resources Department  
Secret Location  
80 Mitchell Avenue  
Toronto  
M6J1C1*

Secret Location will make best efforts to provide a response in the same format in which the feedback was received. Where possible, feedback will be addressed immediately. Some feedback may, however, require more effort to address and may need to be reviewed before an action is taken. Secret Location will respond within 21 working days.

# SECRET LOCATION

## **6. Training**

Secret Location will provide training as required by the AODA Act to all persons to whom this policy applies. Such training shall include:

1. A review of the purposes of the AODA and requirements of Accessibility Standards for Customer Service;
2. A Review of the Policy
3. How to interact and communicate with persons with various types of disabilities;
4. How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
5. What to do if a person is having difficulty accessing one of our premises/services.

Documentation of training of employees shall be maintained by Human Resources as required by the Act.

## **7. Availability and Format of Documents**

All documents required by the Accessibility Standards for Customer Service, including Secret Location's Accessible Customer Service Policy, notices of temporary disruptions, training records, and written feedback process are available to any member of the public upon request. When providing these documents to a person with a disability, Secret Location will endeavor to provide the document, or the information contained in the document, in a format that takes the person's disability into account. If it is not readily apparent that an animal is a service animal, Secret Location may ask the person with a disability for a letter from a physician confirming the person requires a service animal for his/her disability.

## **8. Notice of Temporary Disruption in Services and Facilities**

Secret Location will notify customers if there is a planned or unexpected disruption of a facility or service. The notice will be posted at the entrance of the location and on Secret Location's website where necessary. The notice will include the following information:

- The time, date and location of the service disruption;
- Information about the reason for the disruption;
- Anticipated duration of the disruption;
- Descriptions of alternative facilities or services, if available; and
- Contact information for the responsible service area.