



**Providing Goods and Services to People with Disabilities**  
Customer Service Policy Statement  
Revised: June 30, 2016

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**Application** This policy applies to all employees and other third parties.

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## **POLICY STATEMENT**

Liberty Entertainment Group and Liberty Grand Entertainment Complex support the full inclusion of persons with disabilities as set out in the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities act (AODA), 2005.

This policy may be reviewed and updated to ensure consistency. Updated information about the AODA and accessibility standards is available at: [www.AccessON.ca](http://www.AccessON.ca) or by calling the AODA Contact Centre at Toll-free: 1-866-515-2025, TTY: 416-325-3408 / Toll-free 1-800-268-7095 or via email at: [accessibility@ontario.ca](mailto:accessibility@ontario.ca).

This policy has been prepared to outline what Liberty Grand Entertainment Complex must do to comply with the regulation and what the customers may expect from us.

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## **POLICY GUIDELINES**

### **INTRODUCTION**

Liberty Entertainment Group and Liberty Grand shall use all reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

1. The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.
2. The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, to enable a person with disability to obtain, use, or benefit the goods or services.
3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

### **Our Commitment**

The organization strives at all times to provide goods and services in a way that respects their dignity and independence of people with disabilities. We are also committed to giving them 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.

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

Liberty Entertainment Group and Liberty Grand are committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

### **1. Communication**

We will communicate with persons with disabilities in ways that take into account their disability. We will inform employees of the organization in support of persons with disabilities. As well as, provide training to staff who communicates with customers on how to interact and communicate with people with various types of disabilities.

### **2. Assistive Devices**

We are committed to serving persons with disabilities who use assistive devices to obtain, use, or benefit from our goods and services. We will ensure that our staff is familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

### **3. Telephone Services**

We are committed to provide full accessible telephone services to our customers. We will train staff dealing with the public to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by appropriate alternate methods if telephone communication is not suitable to their communication needs or is not available.

### **4. Use of Service Animals and Support Person**

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

We are committed to:

- 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

We will also ensure that all staff and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal or support person. Documentation can be requested from people with disabilities, which can be provided by their regulated health professional if the service animal cannot be easily identified. The documentation must confirm that the person needs the service animal for reasons relating to their disability.

## **5. Notice of Temporary Disruption**

The organization will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises where it will be fully visible.

## **6. Training for Staff**

We will deliver training to all persons as required by the Accessibility Standards for Customer Service. The amount and format of training given will be tailored to suit each person's interactions with the customer and their involvement in the development of policies, procedures and practices pertaining to the provision of goods and services.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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
- What to do if a person with a disability is having difficulty in accessing Liberty Group's goods and services
- The organization's policies, practices and procedures relating to the customer service standard.
- How to use equipment or devices that is available on the premise or offered by the organization that may help with the provision of goods and services to people with disabilities.

New employees will undertake training as part of their orientation. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

## 7. Feedback Process

The ultimate goal of our organization 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 (see the *Customer Feedback Form*).

Feedback regarding the way our organization provides goods and services to people with disabilities can be made by completing a *Customer Feedback Form* and submitting it to staff at the location or by forwarding the form to:

Attention: Human Resources  
Liberty Entertainment Group  
25 British Columbia Road  
Toronto ON M6K 3C3

The organization will ensure that the feedback process is accessible by providing or arranging for accessible formats and communication supports, upon request

## 8. Modification to this Other Policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Liberty Grand and Liberty Group that does not respect and promote the dignity and independence of people with disabilities will be modified.

## QUESTIONS ABOUT THIS POLICY

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This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, if the purpose of a policy is not understood, or to receive a copy of this policy, please contact:

Attention : Human Resources  
Liberty Entertainment Group  
[hr@libertygroup.com](mailto:hr@libertygroup.com)

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