

Customer Service Policy and Procedure

Providing Goods and Services to People with Disabilities

PURPOSE

Liberty Entertainment Group supports 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 has been prepared to outline what the organization must do to comply with the regulation and with the goal of developing standards that would provide and improve accessibility for people with disabilities.

A. SCOPE

This policy governs the provision of goods and services by all employees, volunteers, agents and/or contractors who act on behalf of or represent the organization.

B. POLICY AND PROCEDURE GUIDELINES

Liberty Entertainment Group 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 from the goods or services. The alternate measure may be temporary or permanent.
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.

C. COMMITMENT

Liberty Entertainment Group strives at all times to provide goods and services in a way that respects the dignity and independence of people with disabilities. We are 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. The organization is committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

The organization is also 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. Information and Communication

When communicating or providing information or services to a person with a disability, we will do so in a manner that takes the person's disability into account.

If a person with a disability needs an accessible format, or help to communicate with us, we will work with the person to provide the format or support that will meet their needs. If we are unable to meet the person's particular requirement in a reasonable timeframe, we will inform and work with the person to provide the format or support that will meet the person's needs.

We will also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with the Ontario's accessibility laws.

2. Feedback Process

The 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.

Feedback regarding the way our organization provides goods and services to people with disabilities can be made by in person, by phone, in writing, email, other communication technology as required or 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.

3. Service 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 way we provide the notice will be determined by the nature of the problem. We will always try to make alternative arrangements to provide service where possible.

4. Use of Assistive Devices

We are committed to serving persons with disabilities who use assistive devices to obtain, use, or benefit from our goods and services. People with disabilities may use their own personal assistive devices. Where assistive devices are available in our buildings, our staffs have been trained on how to use them.

5. Use of 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, unless the animal is excluded by law, such as in food preparation areas.

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.

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.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

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

6. Use of Support Person

We are committed to welcoming people with disabilities who are accompanied by a support person while using our services. The policy outlining the use of service animals and support persons can be made available upon request.

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

7. 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 the organization’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.

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.

D. QUESTIONS ABOUT THIS POLICY

This policy aims to provide a framework through which Liberty Entertainment Group can achieve service excellence for people with disabilities. If anyone has questions regarding the policy, please contact:

Human Resources
 Liberty Entertainment Group
 416-542-3789
hr@libertygroup.com

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