

Providing Goods, Services or Facilities to People with Disabilities

Stinson Owl-Lite is committed to complying with both the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act (AODA)*.

Stinson Owl-Lite understands that obligations under the AODA and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Our company is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff are trained and familiar with any assistive devices we provide and may be used by customers with disabilities while accessing our goods, services or facilities.

Communication

We will communicate with people with disabilities in ways that consider their disability.

We will work with the person with a disability to determine what method of communication is mutually agreeable.



Service Animals

We welcome service animals inside our facilities. Service animals are always allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation from a regulated health professional that confirms 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 that identifies it as a working animal.

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

Support Persons

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

In certain cases, Stinson Owl-Lite might require a person with a disability to be accompanied by a support person for the health and/or safety of:

- The person with a disability.
- Others on the premises.



Training

Stinson Owl-Lite will provide accessible customer service training to:

- All employees and volunteers.
- Anyone involved in developing our policies.
- Anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service as soon as practicable after being hired.

Training will include:

- Purpose of the Accessibility for Ontarians with Disabilities Act and the requirements of the customer service standard.
- Stinson Owl-Lite's policies related to 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.
- How to interact with persons who are using their equipment or devices on Stinson Owl-Lite's premises. These include:
 - Mobility Devices
 - Wheelchairs
 - Walkers
- What to do if a person with a disability is having difficulty in accessing Stinson Owl-Lite's goods, services or facilities.

Staff will also be trained when changes are made to our accessible customer service policies.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or at our facilities which might impact customers with disabilities, Stinson Owl-Lite will notify customers promptly. The clearly posted notice will include information about the reason for the disruption, its anticipated length of time and a description of alternative facilities or services, if available. The notice will be placed at all our facilities and will also appear on our website.



Feedback Process

Stinson Owl-Lite welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified as to how to provide feedback in the following ways:

- Call us at: 1-800-561-6639
- Write to us at:
130 Creditstone Road
Concord, Ontario
L4K 1P2
- Email us at AODA@stinson.ca

All feedback, including complaints, will be handled in the following manner:

- Feedback will be directed to the Communications/Marketing Manager.
- Customers can expect to hear back within 2 days.

Stinson Owl-Lite will make every effort that our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, that are mutually agreed upon.

Notice of Availability of Documents

Stinson Owl-Lite will notify the public that documents related to accessible customer service, are available upon request by posting a notice on our website.

Stinson Owl-Lite will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Modifications to this or Other Policies

Any policies of Stinson Owl-Lite that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

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