

## AODA Customer Service Standards Policy (Ontario)

### 1. PURPOSE

- 1.1 In Ontario, Faire Wholesale, Inc. ("**Faire**") strives to provide a barrier-free environment for our customers and to provide services to people with disabilities in a manner that respects their dignity and independence, while assuring equality of opportunity and integration.
- 1.2 The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* ("**AODA**") is to create a more accessible Ontario by identifying and, to the extent possible, eliminating barriers experienced by persons with a disability. Faire has established a standard for customer service under the AODA to ensure services are, where possible, equally accessible to every person in Ontario.

### 2. APPLIES TO

- 2.1 This Policy applies to all of Faire's employees, contractors and agents in Ontario, whether such employees, contractors or agents are engaged on a full-time, part-time, temporary, or casual basis.

### 3. POLICY OVERVIEW

- 3.1 We endeavour to ensure that Faire's Customer Service Standards Policy (the "**Policy**") and related practices and procedures are consistent with the following four (4) core principles:

**Dignity** – Customers with a disability must be treated as valued customers who are just as deserving of service as any other Faire customer.

**Equality of Opportunity** – Customers with a disability should be given an equal opportunity to obtain, use and benefit from our services.

**Integration** – Wherever possible, customers who have a disability should benefit from our services in the same manner as any other customers. In circumstances where integration does not serve the needs of customers with a disability, services will, to the extent possible, be provided in a way that takes into account the customers' individual needs.

**Independence** – Services will be provided in a way that respects the independence of customers with a disability. To this end, we will always be willing to assist customers who have a disability but will not do so without the permission of the customer.

## 4. POLICY

### 4.1 ACCESSIBILITY OF SERVICES

- 4.1.1 Communication with Persons with Disabilities.** Faire strives to communicate with customers with a disability in a manner that takes into account both the customer's disability and the customer's preferred method of communication. Faire recognizes that not all customers will wish to communicate in the same manner. Faire can communicate with customers in writing, via telephone, email, or meetings, either in person or via video conferencing. Upon request, Faire strives to provide all published information or communications for its customers in an electronic or digital format that facilitates conversion of the information or communication into an accessible format. All designated persons will receive training on how to interact and communicate with persons with various types of disabilities.
- 4.1.2 Assistive Devices.** Customers with a disability are permitted, where possible, to use their own assistive device when on Faire's premises for the purposes of obtaining, using or benefiting from Faire's services. If there is a physical, technological or other type of barrier that prevents the use of an assistive device on any of Faire's premises, Faire will first endeavour to remove that barrier. If Faire cannot remove the barrier, Faire will ask a customer how the customer can be accommodated and what alternative methods of service would be more accessible to the customer. Faire will make best efforts to provide an alternative means of assistance to customers with a disability. All designated persons will receive training on various assistive devices that customers with a disability may use while accessing our services and how to use any such equipment that Faire may have on its premises that may help Faire provide its services.
- 4.1.3 Service Animals.** Customers with a disability may be accompanied by a service animal and may keep the service animal with them on Faire's premises, if the public or other third parties have access to such premises and the service animal is not otherwise excluded by law. If a service animal must be excluded, we will explain why the service animal must be excluded and explore alternative ways in which the customer with a disability can obtain, use or benefit from Faire's services. The customer accompanied by a service animal is responsible for ensuring that the service animal is kept in control at all times. All designated persons will receive training on how to interact with a customer with a disability who is accompanied by a service animal.
- 4.1.4 Support Persons.** Customers with a disability may be accompanied by a support person. Faire will ensure that both the customer and the support person are permitted to enter Faire's premises and that the customer with a disability will have access to

the support person while on the Company's premises. Where appropriate, support persons may be required to acknowledge that it is the customer, and not the customer's support person, to whom Faire is providing services. Faire may require a customer with a disability to be accompanied by a support person where it is necessary to protect the health and safety of the customer with a disability or the health and safety of others on the premises. All designated persons will receive training on how to interact with customers with a disability who are accompanied by a support person.

**4.1.5 Notice of Temporary Service Disruptions.** Faire will notify customers if there is a planned or unexpected disruption of a facility or service that customers with a disability usually use to access their services. The notice will include the following information:

- that a facility or service is unavailable;
- the anticipated duration of the disruption;
- the reason for the disruption; and
- alternative facilities or services, if available.

In the event of an unexpected disruption, notice will be provided as soon as possible.

## **4.2 TRAINING**

**4.2.1 Training Personnel and Other Persons.** Faire will ensure that training is provided to:

- all of Faire's Ontario personnel (including paid and unpaid, full-time and part-time, and contract positions);
- all persons who participate in developing Faire's policies; and,
- all other persons who provide goods, services or facilities in Ontario on Faire's behalf (if any).

The training will be appropriate to the duties of the personnel and such other persons.

**4.2.2 Content of Training.** Training will include:

- a review of the purposes of the AODA and requirements of the Customer Service Standards;
- how to interact and communicate with customers with various types of disabilities;

- how to interact with customers with a disability who use an assistive device or require the assistance of a service animal or support person;
- how to use equipment or devices made available on Faire's premises to assist customers with a disability to obtain, use or benefit from our services;
- what to do if customers with a disability are having difficulty accessing our premises and/or services; and
- the content and requirements of Faire's policies, practices and procedures relating to the Customer Service Standards.

**4.2.3 Timing of Training.** Training will be provided to all designated persons to whom this Policy applies as soon as practicable after their start date with Faire.

## **4.3 FEEDBACK PROCEDURE**

**4.3.1 Feedback Process.** Faire is committed to meeting the requirements of the Customer Service Standard. Customers' comments regarding how well Faire is meeting customers' needs and expectations are welcomed and appreciated. Faire will ensure that the feedback process is accessible to persons with disabilities by providing, or arranging to provide, the feedback process in accessible formats and communication supports, on request.

**4.3.2 Feedback Delivery Channels.** Customers may provide feedback in the manner in which Faire provides its services to customers with disabilities. Feedback may be delivered through the following channels:

- by email at: [AODAsupport@faire.com](mailto:AODAsupport@faire.com).
- in writing, by sending feedback to: Faire Wholesale, Inc. 85 Willis Way, Unit 300, Waterloo, ON N2J 0B9, Canada.
- in person, by visiting Faire's Waterloo office and hand delivering feedback in writing to the reception area. The Waterloo office is located at: 85 Willis Way, Unit 300, Waterloo, ON N2J 0B9, Canada.

Additionally, a customer may request that their contact at Faire submit the customer's feedback on his or her behalf.

**4.3.3 Responding to Feedback.** Faire's AODA representative will respond to all feedback received as soon as practicable. A reply will be provided in the format requested by the customer: by email, phone or in writing. In the response, Faire will acknowledge receipt of the customer's feedback, and outline any further action(s) to be taken. Where appropriate, feedback will be taken into consideration as part of the ongoing review of this Policy.

## 4.4 NOTICE OF AVAILABILITY OF DOCUMENTS

- 4.4.1 This Policy and its procedures will be made available to the public and customers upon request. Notification of the availability of documents will be posted on Faire's website. Faire will provide documents, or the information contained in documents, required to be provided under the Policy to a customer with a disability in a format that takes into account a customer's disability at no extra cost to the customer upon request.

## 5. PROCEDURE

- 5.1 Company employees and personnel are required to follow all procedures as set out in Faire's Ontario accessibility policies and forms.

## 6. DEFINITIONS

- 6.1 Assistive Device: any device that is designed, made, or adapted to assist a person perform a particular task, including physical or technical aids, such as communication devices, canes, crutches, hearing aids and wheel chairs.
- 6.2 Barrier. A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.
- 6.3 Disability. Disability means: (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device; (b) a condition of mental impairment or a developmental disability; (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; (d) a mental disorder; or (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Ontario *Workplace Safety and Insurance Act, 1997*.
- 6.4 Service Animal. An animal is a service animal for a person with a disability if,
- (a) the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or

(b) the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:

- (i) A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
- (ii) A member of the College of Chiropractors of Ontario.
- (iii) A member of the College of Nurses of Ontario.
- (iv) A member of the College of Occupational Therapists of Ontario.
- (v) A member of the College of Optometrists of Ontario.
- (vi) A member of the College of Physicians and Surgeons of Ontario.
- (vii) A member of the College of Physiotherapists of Ontario.
- (viii) A member of the College of Psychologists of Ontario.
- (ix) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

A guide dog as defined in section 1 of the *Blind Persons' Rights Act* will also be considered to be a service animal.

**6.5** Support Person. A support person in relation to a person with a disability is another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

## **7. EXCEPTIONS**

**7.1** This Policy applies in Ontario (Canada) only.

## **8. RELATED POLICIES**

Integrated Accessibility Standards Policy.