



**Accessibility for Ontarians with Disabilities Act Policy –
Customer Service**

Reviewed: Sept. 5, 2014

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Next Review Date: As required

Policy

Karma Candy Inc. is committed to providing accessible customer service to people with disabilities. All staff dealing with the public will receive training in the appropriate procedures for dealing with customers with disabilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability, when known to us. We will train staff who communicate with customers to be aware of ways to communicate with people with various types of disabilities.

Telephone Services

We are committed to attempting to provide fully accessible telephone service to our customers. We will train staff 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 in person, or by email if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices

We will make all reasonable efforts to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will make all reasonable efforts to ensure that our staff is trained and familiar with various assisted devices that may be used by our customers with disabilities while accessing our goods or services. These devices can include canes, wheelchairs, hearing aids, support persons and service animals.

Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal in the parts of our premises that are open to the public. We will also make every reasonable effort to ensure that all staff dealing with the public is properly aware of how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Karma Candy Inc. premises with his or her support person. 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.

Notice of Temporary Disruption

Karma Candy Inc. 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 advise for the reason of the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances of our premises.



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Training for Staff

Karma Candy Inc. will make all reasonable efforts to provide training to all employees who deal with the public who have disabilities. Applicable staff will be made aware of policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be made aware of, on an ongoing basis, when changes are made to these policies, practices and procedures.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and 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 support person
- What to do if a person with a disability is having difficulty accessing Karma Candy Inc.'s goods and services

Staff will be trained when changes are made to this policy

Feedback & Complaints Process

Customers who provide feedback on the way Karma Candy Inc. provides goods and services to people with disabilities including complaints can be made in person, over the phone, by email or mail. All feedback will be directed to the Human Resources Manager. Customers can expect to hear back within a one week period.

Complaints will be addressed according to the established Consumer Complaints Process.

Modifications to Policy

Any policy of Karma Candy Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.