



ACCESSIBLE CUSTOMER SERVICE POLICY: PROVIDING GOODS & SERVICES TO PEOPLE WITH DISABILITIES

KOTT is committed to excellence in serving all customers including people with disabilities. KOTT is committed to providing goods and services in a manner that respects the dignity and independence of persons with disabilities.

KOTT is committed to ensuring that persons with disabilities have an equal opportunity to access its goods and services. Without limiting the requirements or expectations for accessibility, specific consideration will be given to the following:

[Assistive Devices](#)

We will ensure that our staff is trained and familiar with various assistive devices we have on site, or that we provide, which may be used by customers with disabilities while accessing our goods or services.

[Communication](#)

We will communicate with people with disabilities in ways that take into account their disability.

[Service Animals](#)

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

[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.

[Notice of Service Interruption](#)

KOTT will provide notice of service interruption in the event of a planned or unexpected disruption to services or facilities for customers with disabilities. KOTT will notify customers promptly. Notice of service interruption will include the reason for the disruption, the anticipated duration, and the notice will be placed in conspicuous locations.

[Training](#)

KOTT will provide training to employees, and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services. Individuals in the following positions will be trained: managers, reception, customer service representatives and sales associates.



Training will include:

An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard, and how to interact and communicate with people with various types of disabilities. It will also address what to do if a person with a disability is having difficulty in accessing KOTT's goods & services.

[Feedback process](#)

Customers who wish to provide feedback on the way KOTT provides goods and services to people with disabilities can do so by email, fax, telephone or mail. The AODA Compliance Officer will respond to your comments in the format requested. Customers can expect to hear back in five (5) business days. A copy of our Accessible Customer Service Standard is available on request.

You can share your input in several ways:

- By phone: 613.838.2775
- By fax: 613.838.4751
- By email: AODA Compliance Officer accessibility@kottgroup.com
- By mail: Human Resources, PO Box 11401 Station H, Ottawa, ON K2H 7V1
- In person at any KOTT location
 - 3228 Moodie Drive, Ottawa, ON
 - 3186 Carp Road, Carp, ON (open seasonally)
 - 14 Anderson Boulevard, Uxbridge, ON
 - 581 Thompson St, Cobourg, ON

[Notice of availability](#)

KOTT will notify the public that our policies are available upon request by posting them on our website and posting a copy of this policy by the front entrance.

[Modifications to this or other policies](#)

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

This policy and its related procedures will be reviewed as required in the event of legislative changes.

January 3, 2017