

ACCESSIBLE CUSTOMER SERVICE STANDARD

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 191/11* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by KOTT shall follow the principles of dignity, independence, integration and equal opportunity.

[The Provision of Goods and Services to Persons with Disabilities](#)

KOTT will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all customers receive the same value and quality
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services, as long as this does not present a safety risk
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner
- Taking into account individual needs when providing goods and services
- Communicating in a manner that takes into account the customer's disability

[Assistive Devices](#)

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by KOTT.

In cases where the assistive device presents a safety concern, or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and the business. Or, where elevators are not present and an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

[Guide Dogs, Service Animals and Service Dogs](#)

A customer with a disability who is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public.

If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, KOTT will make all reasonable efforts to meet the needs of all individuals.



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 Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of KOTT. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use KOTT's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

In the event that a notification needs to be posted, the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable
- Reason for the disruption
- Anticipated duration
- A description of alternative services or options

When disruptions occur, KOTT will provide notice by:

- Posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the KOTT website
- Verbally notifying customers when they are making a reservation or appointment
- By any other method that may be reasonable under the circumstances

Feedback Process

KOTT shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Feedback forms are available on the Accessibility page of our website at www.kottgroup.com, or by contacting Human Resources at 613.838.2775.

Completed feedback forms can be sent to the AODA Compliance Officer by:

- Email: accessibility@kottgroup.com
- Fax: 613.838.4751
- Mail: PO Box 11401, Station H, Ottawa, ON K2H 7V1

Alternatively, feedback can be given:

- By calling the KOTT Human Resources Department at 613. 838.2775
- 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

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Training

Training will be provided to:

- All employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of KOTT; for example: salespersons, Customer Service representatives
- Those who are involved in the development and approval of customer service policies, practices and procedures

As reflected in *Ontario Regulation 191/11*, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*
- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 191/11*.
- Instructions on how to interact and communicate with people with various types of disabilities
- Instructions on how to interact with people with disabilities who:
 - use assistive devices
 - require the assistance of a guide dog, service dog or other service animal
 - require the use of a support person
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities
- Instructions on what to do if a person with a disability is having difficulty accessing our services
- KOTT's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities

KOTT will provide training as soon as practical. Training will be provided to new employees, during orientation or shortly thereafter. Revised training will be provided in the event of changes to legislation, procedures and/or practices.



KOTT will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

[Notice of Availability and Format of Documents](#)

KOTT shall notify customers that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by KOTT, KOTT's website and/or any other reasonable method.

[Administration](#)

If you have any questions or concerns about this policy or its related procedures please contact:

AODA Compliance Officer

613.838.2775

3228 Moodie Drive, PO Box 11401, Station H, Ottawa, ON K2H 7V1

accessibility@kottgroup.com

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

June 1, 2021