

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY

INTENT

The Company is committed to providing its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allow them to benefit from the same services in the same place and in a similar way as other Customers.

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*. It applies to the provision of goods and services to our customers, not to the goods themselves.

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

SCOPE

- a) This policy applies to the provision of goods and services at the premises operated by Pestell Pet Products.
- b) This policy applies to employees who deal with potential customers, suppliers, and other visitors and act on behalf of Pestell Pet Products.

DEFINITIONS

Assistive Device– Is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Customer: For the purpose of this policy, our Customers, Vendors, Suppliers, and Consultants are our Customers.

Disability – The term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, refers to:

- 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 coordination, 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;
- A condition of mental impairment or a developmental disability;
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person – As reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs, or access to goods and services.

GUIDELINES

The Provision of Goods and Services to Persons with Disabilities

The Company is committed to excellence in serving all Customers including people with disabilities, and we will carry out our functions and responsibilities in the following areas:

a) **Communication:**

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

b) **Telephone Services:**

We are committed to providing 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 by email if telephone communication is not suitable to their communication needs or is not available.

c) **Assistive Devices:**

We are committed to serving people with disabilities who use assistive devices to obtain, use, or benefit from our goods and services.

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 access to goods and services.

d) **Billing:**

We are committed to providing accessible invoices to all of our Customers. For this reason, invoices will be provided in the following formats upon request: hard copy and electronic format.

We will answer any questions Customers may have about the content of the invoice in person, by telephone, or by email.

e) **Onsite Requirements For Training:**

We will make all necessary accommodations with regards to providing accessible training sessions on-site for our Customers (i.e. training room accessibility, use of support persons, use of service animals, etc.) In cases where training room accessibility is an issue, other reasonable measures, such as conducting the training off-site will be used.

In order to facilitate this, Customers will need to let the employee organizing the training know in advance of the requirements.

The Use of Service Animals

We are committed to welcoming people with disabilities who are accompanied by a service animal on our premises.

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, the Company may request verification from the customer.

Verification may include:

- A letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- A valid identification card signed by the Attorney General of Canada; or,
- A certificate of training from a recognized guide dog or service animal training school.



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

The customer who is accompanied by a service animal is responsible for maintaining care and control of the animal at all times.

The Use of Support Persons

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 the Company 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.

Customer Feedback

The Company shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities.

Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered or email) will be available upon request.

All feedback should be directed to: rdesk@pestellpet.com, 866-258-0585 or 141 Hamilton Rd New Hamburg, Ontario N3A 2H1.

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

Emergency Procedures

All visitors with disabilities will be accompanied by a Company escort at all times. In the case of an emergency evacuation, the employee escort will be responsible for the safe evacuation of the visitor. They will also ensure that any devices the visitor has with him/her including a support person or service animal will be taken along in the evacuation. The employee and the visitor will exit via the nearest and safest emergency exit and report to the command post for attendance and further instructions. The visitor sign in book will be used to confirm the attendance of all visitors. This is signed by the visitor upon entry to our premises as ensured by his/her employee escort.

Training

The Company will provide training to all employees, volunteers and contractors.

Training will include the following:

- The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005*, and the 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 a support person.
- What to do if a person with a disability is having difficulty in accessing the Company's goods and services.
- Company policies, practices, and procedures relating to the Customer service standard.

Employees will be trained on policies, practices, and procedures that affect the way goods and services are provided to people with disabilities. Training will be provided as soon as practicable upon an employee being hired, as well as on an ongoing basis when changes are made to these policies, practices, and procedures.

We will keep records of the training provided.



Availability of Documents

The Company 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 our main Reception area.

Administration

If you have any questions or concerns about this policy or its related procedures please contact Human Resources.

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

Questions and Concerns

Employees should consult with their manager if they have any questions or concerns about this Policy. If any question or concern regarding this Policy cannot be resolved with an employee's manager, the matter should be raised with Human Resources.

Document Control

Revision No.	Effective Date	Reason For Change	Approved By
0	June 23, 2021	New Policy	
1	December 4 th , 2023	Revision	VP&GM