

Accessibility Standards for Customer Service Policy

Purpose

Landing Strip Inc.'s Accessibility Policy and Statement of Commitment to providing accessible customer service gives guidance to the delivery of services to people with disabilities, in compliance with requirements of provincial legislation such as *Accessibility for Ontarians with Disabilities Act (AODA)*. This applies to all Landing Strip Inc. staff, volunteers, third party contractors who deal with the public on behalf of Landing Strip Inc., and those who are involved in Landing Strip Inc.'s policy and procedure development.

The Senior Management of Landing Strip Inc. is committed to, and will work to improve access and opportunity for people with disabilities by identifying, removing and preventing barriers that might interfere with their ability to make full use of the services. They will foster an inclusive and accessible business environment for people of all needs and abilities. Should there be any unexpected accommodations that need to be made to allow an individual access to our environment; DE Limited will make the necessary provisions to allow access.

Customer Service Philosophy

Landing Strip Inc.'s goal is to deliver exceptional customer service that meets and exceeds customer expectations. We endeavour to service our customers in a manner that reflects the principles of dignity, independence, integration and equal opportunity. Our commitment is to provide all customers, including those living with disabilities, the same opportunity to access our goods and services and benefit from those goods and services in the same place and in a similar way.

Guiding Principles

The following guiding principles clarify expected attitudes and behaviours in daily work life with customers and each other:

- **Respect:** Each of us will demonstrate honesty, integrity and belief in people.
- **Ownership:** Each of us is accountable for creating an environment that contributes to the success of our customers and each other.
- **Collaboration:** Each of us has an important role in working together for a common purpose.
- **Continuous Improvement:** Each of us is committed to ongoing improvement in all we do to anticipate and exceed needs as they evolve.

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 assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability 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 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;

- 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
- Any other disability as is recognized by applicable legislation.

Service Animal – means 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;
- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Providing Goods and Services to People with Disabilities

Landing Strip Inc. is committed to excellence in serving all customers including persons with disabilities by removing barriers to their full participation that might arise in the course of doing business as follows:

- **Communication:** We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.
- **Telephone Services:** We are committed to providing fully accessible telephone interface to our clients and potential clients. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly if required by the customer. We will offer to communicate with customers using email if telephone communications is not suitable to their communication needs or is not available. Training will be provided on how to use the Relay system and TTY (teletypewriter) when needed.
- **Assistive Devices:** We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services and as such, clients are free to use their personal assistive devices in any Landing Strip Inc.'s environment. Landing Strip Inc. offers other measures that may assist our clients while on site and we will ensure that our staff are familiar with the various assistive devices that may be used by clients including: elevators, escalators, wheelchair ramps and automatic doors. Assistive devices for access to specific services shall be kept in good working order and the public shall be informed of their availability.
- **Billing:** We are committed to providing accessible invoices to all of our customers. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.
- **Documentation:** All published documents can be available in hard copy, large print and email if requested.

Service Animals

Landing Strip Inc. staff, volunteers and third party contractors shall accommodate the use of service animals by people with disabilities who are accessing our services and facilities.

A guide dog is defined in Section One of the *Blind Persons' Rights Act*. To be considered a service animal under this Customer Service Policy, it must be readily apparent that the animal is being used because of a person's disability or the person with a disability must provide a letter from a physician or nurse confirming that it is required because of his or her disability.

Support Persons

Where a person with a disability is accompanied by a support person, Landing Strip Inc. staff, volunteers and third party contractors shall ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises.

A support person is a person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs or with the access to goods or services. The support person can be a paid support worker, volunteer, a friend or a family member. The admission fee and VIP wristband charge will be discounted by 50% for the Support person; and a complimentary non-alcoholic drink of either bottled water, pop, juice or coffee will be provided.

Notice of Temporary Disruption

Landing Strip Inc. will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Notice of a service disruption will be placed in a conspicuous area and/or communicated by any method deemed to be reasonable under the circumstances.

Training of Staff

Landing Strip Inc. will provide training to all staff and others who deal with the public as well as those who are involved in the development of corporate policies, practices and procedures.

Landing Strip Inc. will ensure that the staff of any third parties acting on their behalf have received training on serving our clients with disabilities.

Training will cover the following:

- 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.
- How to use any of the Landing Strip Inc. assistive devices
- What to do if a person with a disability is having difficulty accessing Landing Strip Inc.'s goods and services.
- Landing Strip Inc.'s policy, practice and procedures relating to the Customer Service Policy.
- Those involved in policy development will receive additional training about providing goods or services to the public or third parties.

Training for new staff members will occur within the first month of employment as part of Landing Strip Inc.'s orientation training for new staff. Ongoing training will be provided to all staff with respect to any changes to Landing Strip Inc.'s policies, practices and procedures.

Communication and Feedback Process

Documentation that describes our accessibility commitments will be maintained on Landing Strip Inc.'s website and provided to individuals, upon request, in the appropriate format. Comments on our services and how well those expectations are being met are welcome and appreciated. Landing Strip Inc. will thoroughly review all customer feedback, investigate its relevance to our Customer Service Policy and to our accessibility commitments, and determine actions or steps to rectify to the customer's satisfaction.

Feedback regarding the way in which Landing Strip Inc. provides goods and services to persons with disabilities can be shared, by email or verbally by telephone.

- Accessibility Officer: Shane Grosman
- By Telephone: 416-651-3700
- By Email: aodaofficer@lsigroup.ca

Notice of Availability and Format of Documents

Customers may access documents related to the Accessibility Standard for Customer Service upon request and is accessible 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 Landing Strip Inc., Landing Strip Inc.'s website and/or any other reasonable method as reasonable under the circumstances.

Modifications to this or other policies

Any policy, practice or procedure of Landing Strip Inc. that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.