



## Providing Goods and Services to People with Disabilities Accessible Customer Service Policy

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**Application** This policy applies to all employees and other third parties.

### **POLICY STATEMENT**

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Liberty Entertainment Group supports the full inclusion of persons with disabilities as set out in the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities act (AODA), 2005.

This policy may be reviewed and updated to ensure consistency.

The standards and rules on providing accessible customer service are set out in the:

- [Accessibility Standards for Customer Service \(Ontario Regulation 429/07\)](http://www.ontario.ca/laws/regulation/ro7429)
- [Integrated Accessibility Standards \(Ontario Regulation 191-11\)](http://www.ontario.ca/laws/regulation/r11191)

Further information about the AODA and accessibility standards is available by calling the AODA Contact Centre at Toll-free: 1-866-515-2025, TTY: 416-325-3408 / Toll-free 1-800-268-7095 or via email at: [accessibility@ontario.ca](mailto:accessibility@ontario.ca).

This policy has been prepared to outline what Liberty Entertainment Group must do to comply with the regulation and what the customers may expect from us.

### **POLICY GUIDELINES**

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#### **INTRODUCTION**

Liberty Entertainment Group shall use all reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

1. The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.
2. The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, to enable a person with disability to obtain, use, or benefit the goods or services.
3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

## **Our Commitment**

The organization strives at all times to provide goods and services in a way that respects their dignity and independence of people with disabilities. We are also committed to giving them the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Liberty Entertainment Group 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:

### **1. Information and Communication**

When communicating or providing information or services to a person with a disability, we will do so in a manner that takes the person's disability into account.

### **2. Accessible Formats and Communication Supports**

If a person with a disability needs an accessible format, or help to communicate with us, we will work with the person to provide the format or support that will meet their needs – at no additional cost to them.

If we are not able to meet the person's particular requirement in reasonable timeframe, we will inform them and will work with them to determine an alternate method or will provide a summary of the information.

### **3. Accessible Websites and Web Content**

Liberty Entertainment Group shall take the following steps to make its internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A and increasing to Level AA according to the schedule set out in the AODA Integrated Accessibility Standards.

### **4. Feedback Process**

We will inform our customers of the choices available for them to give feedback.

Feedback may be provided:

- In person
- By telephone
- In writing
- By email or
- By any other communication technology as required

If customers with disabilities would prefer to give their feedback, and receive a response to it, using an alternate method than the one offered, they may request it.

## **5. Service Disruption**

The organization 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 information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The way we provide the notice will be determined by the nature of the problem. We will always try to make alternative arrangements to provide service where possible.

## **6. Use of Assistive Devices**

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

People with disabilities may use their own personal assistive devices. Where assistive devices are available in our buildings, our staff has been trained on how to use them.

## **7. Use of Service Animals**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties, unless the animal is excluded by law, such as in food preparation areas.

Documentation can be requested from people with disabilities, which can be provided by their regulated health professional if the service animal cannot be easily identified. The documentation must confirm that the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

## **8. Use of Support Person**

People with disabilities can access their disability-related support person while using our services.

We are committed to:

- Consult with the person with a disability to understand their needs
- Consider health or safety reasons based on available evidence
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

The organization will notify the parties as soon as possible about any costs they will incur associated with having the support person.

The policy outlining the use of service animals and support persons can be made available upon request.

## **9. Training for Staff**

We will deliver training to all persons as required by the Accessibility Standards for Customer Service. The amount and format of training given will be tailored to suit each person's interactions with the customer and their involvement in the development of policies, procedures and practices pertaining to the provision of goods and services.

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 Liberty Entertainment Group's goods and services
- The organization's policies, practices and procedures relating to the customer service standard.
- How to use equipment or devices that is available on the premise or offered by the organization that may help with the provision of goods and services to people with disabilities.

## **10. Feedback Process**

The ultimate goal of our organization is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated (see the *Customer Feedback Form*).

Feedback regarding the way our organization provides goods and services to people with disabilities can be made by completing a *Customer Feedback Form* and submitting it to staff at the location or by forwarding the form to:

Attention: Human Resources  
Liberty Entertainment Group  
25 British Columbia Road  
Toronto ON M6K 3C3

The organization will ensure that the feedback process is accessible by providing or arranging for accessible formats and communication supports, upon request

## **11. Modification to this Other Policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Liberty Group that does not respect and promote the dignity and independence of people with disabilities will be modified.

## **QUESTIONS ABOUT THIS POLICY**

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This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, if the purpose of a policy is not understood, or to receive a copy of this policy, please contact:

Attention : Human Resources  
Liberty Entertainment Group  
[hr@libertygroup.com](mailto:hr@libertygroup.com)

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