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| TITLE: AODA CUSTOMER SERVICE PLAN STATEMENT | Date of Issue: May 1, 2016 | DOCUMENT NUMBER: Page 1 of 2 |
| | Revision: 1 Revision Date: May 10, 2017 | Revised by: Sarah Kedves QA'd by: Bailey Morrison |
| Approved By: Lynne Bard, President | Date: June 12, 2017 | Distribution: HUMAN RESOURCE MANUAL |

Purpose

In order to provide all of our customers with the highest level of service possible, **Beyond Rewards Inc., hereinafter known as Beyond Rewards (291 Woodlawn Rd W Unit B 10., Guelph, ON N1H 7L6)** has developed this Customer Service Plan.

Assistive Devices

Beyond Rewards will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

Beyond Rewards will communicate with people with disabilities in ways that take into account their individual disability, always ensuring to uphold their dignity and respect.

Service Animals

Beyond Rewards welcomes people with disabilities and their service animals into our facility. Service animals are allowed on all 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 Temporary Disruption

In the event of a planned or unexpected disruption to our services or facilities for customers, **Beyond Rewards** will notify customers promptly through various forms of posted notices. These notices will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Training

Beyond Rewards will provide training for all employees who deal with the public or other third parties on our behalf. This training will be provided to staff within the first three (3) months of their date of hire. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act (AODA), 2005
- The requirements of the Customer Service Standard

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- **Beyond Rewards'** specific accessible customer service plan
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or support person
- What to do if a person with a disability is having difficulty in accessing **Beyond Rewards'** goods and services.


Staff will also be trained when changes are made to our accessible customer service plan.

Feedback Process

Customers who wish to provide feedback on the way **Beyond Rewards** provides goods and services can express this by filling out our *Customer Feedback Form*, through a written letter addressed to management, or verbally to any member of our staff. For written feedback, customers can expect to hear back within fourteen (14) days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to This or Other Policies

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

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| Date: June 12, 2018 |  Authorizing Signature: Lynne Bard, President/Senior HR Specialist |
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