



Date: April 2021

Approved By: Human Resources

AODA Compliance

Accessibility Customer Service Plan, Ontario Regulation 429/07

Providing Goods and Services to People with Disabilities

General

Reunion Coffee is committed to excellence in serving all customers including persons with disabilities. We have put the following policies into practice as required by the *Accessibility for Ontarians with Disabilities Act, 2005*:

Communication

Reunion Coffee will consult with people with disabilities to determine their information and communication needs. We will communicate with people with disabilities in ways that take into account their disability. We have trained our staff who communicate with customers on how to interact and communicate with persons with various types of disabilities.

Telephone Services

We are committed to providing a fully accessible telephone service to our customers. We have trained staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We offer to communicate with customers by email if telephone communication is not suitable to their communication needs or is not available.

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Assistive Devices

We are committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services. Our staff are trained and familiar with various assistive devices that may be used by customers, clients and associates with disabilities while accessing our services.



Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices can be provided in the following formats upon request: hard copy, large print and/or email. We are happy to answer any questions customers may have about the content of the invoice in person, by telephone: 905-829-8520 or email: info@reunioncoffeeroasters.com.

Use of Service Animals and Support Persons

Reunion Coffee welcomes persons with disabilities who are accompanied by a service animal. Service animals are allowed on the parts of our premises that are open to the public. We will also ensure that all staff who deal with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Reunion Coffee welcomes persons 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 Reunion Coffee' 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.

Notice of Temporary Disruption

Reunion Coffee 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. The clearly posted notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances on our premises.

Training for Staff

Reunion Coffee will provide training to all our employees and others who deal with the public or other third parties on our behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures as soon as practicable after employment.

Training will include the following:

- An overview 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 Reunion Coffee' services
- Reunion Coffee policies, practices, and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures. The training provided will be tracked to ensure compliance.

Contact Information

For more information, questions, or concerns regarding accessibility at Reunion Coffee, please contact the HR department, or to request communication in an accessible format, please contact the Customer Service department.

Phone: 905-829-8520

Email: info@reunioncoffeeroasters.com

At Reunion Coffee we are always looking to improve our service delivery and would like to encourage you to fill out our online **AODA Customer Service Accessibility Feedback Form** and let us know how we are doing.

