



AODA Customer Service Policy BBP-913

SCOPE

This policy applies to all employees of Waterloo Brewing.

POLICY

Waterloo Brewing is committed to excellence in serving all customers including people with disabilities and will comply with the Accessibility for Ontarians Disability Act (AODA).

PROCEDURE

Waterloo Brewing has an expectation of providing excellent customer service to all current and potential customers from each and every employee.

Assistive Devices

We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

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

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on all parts of our premises that are open to the public, <except where prohibited by law>.

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 Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Waterloo Brewing will notify customers promptly. The clearly posted notice will include information about the reason for disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be posted on the Waterloo Brewing Website (www.waterloobrewing.com) so it is easily found.

Training for Staff

Waterloo Brewing will provide training to employees who deal with the public.



Training will be provided in orientation sessions for new employees and existing employees will also be trained when changes are made to the plan and will be provided with refresher training annually.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Waterloo Brewing's plan related to 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.
- How to use the assistive devices (e.g. wheelchair lifts, TTY, etc.) available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Waterloo Brewing's goods and services.

Training records will be kept indicating the number of employees trained and the date training was provided.

Feedback Process

We encourage our customers who wish to provide any feedback to Waterloo Brewing on this policy to info@waterloobrewing.com.

All feedback will be directed to the Director of Human Resources. Customers can expect to hear back in 7 business days. Any feedback provided will be kept on file.

Review & Communication Process

This policy will be posted on InTelex for all employees to view, as well as posted in the employee lunchroom and company website. This policy will be reviewed and updated, as required, on an annual basis.