



## **ACCESSIBLE CUSTOMER SERVICE POLICY**

Lakeridge Resort Limited ("The Company" and "staff" which includes third parties acting on behalf of the Company) is committed to providing its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services in a similar way as other customer. (Customer is any person who uses the services of Lakeridge Resort Limited and is commonly referred to as the client) This policy is in adherence with respect to the establishment of accessibility standards for customer service, in accordance with Ontario Regulation 429/07 created under the *Accessibility for Ontarians with Disabilities Act, 2005*.

To fulfill our commitment in serving all customers including people with disabilities, the Company will respect the following principles while performing our day-to-day operations.

### Scope:

- a) This policy applies to the provision of goods and services at premises owned and operated by Lakeridge Resort.
- b) This policy applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Lakeridge Resort.
- c) The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises owned and operated by Lakeridge Resort.
- d) This policy shall also apply to all persons who participate in the development of the Lakeridge Resort's policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

## **Human Rights**

Every person has a right to equal treatment with respect to services, goods and facilities, without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.

<http://www.ohrc.on.ca/en/disability-and-human-rights-brochure-2016>

<https://www.ontario.ca/laws/statute/90h19>

<https://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>

## **ACCESSIBILITY FEEDBACK**

Feedback processes is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request; and we notify the public about the availability of accessible formats and communication supports with respect to the feedback process.

### **Communication:**

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

We are committed to consulting with the public and people with disabilities where required as per AODA.

### **Telephone Services:**

We are committed to providing fully accessible telephone service to our customers. We will offer to communicate with customers by mail or email if telephone communication is not suitable to their communication needs or is not available.

### **Assistive Devices:**

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

### **Correspondence:**

We are committed to providing accessible correspondence to all of our customers. For this reason, documents will be provided in the following formats upon request: hard copy, large print, email. We will answer any questions customers may have about the content of the document in person, by telephone or email.

## **Use of Service Animals and Support Persons:**

We are committed to welcoming people with disabilities who are accompanied by a service animal and/or support person on the parts of our premises that are open to the public. (No dogs allowed on the ski runs and/or lifts) At no time will a person with a disability who is accompanied by a service animal and/or support person be prevented from having access to his or her service animal and/or support person while on our premises.

“No pet” policies do not apply to guide dogs, service animals and/or service dogs.

### Food Service Areas:

A customer with a disability that is accompanied by a guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

Other types of service animals are not permitted into food areas due to the Health Protection & Promotion act, Ontario Regulation 562 section 60.

### Exclusion Guidelines:

If a guide dog, service animal or service dog is excluded by law (see applicable laws below) Lakeridge Resort will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

### Applicable Laws:

The Health Protection and Promotion Act, Ontario Regulation 562 Section 60, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

Dog Owners' Liability Act, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pitbulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

### Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Lakeridge Resort may request verification from the customer.

Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

#### Care and Control of the Animal:

The customer that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

#### Allergies:

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Lakeridge Resort will make all reasonable efforts to meet the needs of all individuals

#### **Training for Employees:**

Lakeridge Resort Limited will provide training to all staff who deal with the public and all those involved in the development and approvals of customer service policies, practices & procedures. Annual Training will take place each November for all staff at all levels.

We provide training on the requirements of the AODA, Accessibility Standards (not only the Customer Service Standards) and on the Human Rights Code as it pertains to persons with disabilities to;

The training provided is appropriate to the duties of the employees, volunteers and other persons. For instance, staff in HR need to be trained on the Employment Standards whereas some in IT would need training on the Information and Communication Standards, etc.; Training is provided as soon as practicable; and Training is provided on an ongoing basis in respect to any changes to the organization's policies, plans and the accessibility laws.

#### Record of Training:

Training records shall be kept, including the dates when the training is provided. Records kept with JPREP.

## **Feedback Process:**

To help the Company ensure that the delivery of service to those with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback verbally (in person or by telephone), or written (hand written, delivered, or email).

All feedback will be directed to:

Jennifer Osborne, Director of Indoor Operations.

790 Chalk Lake Rd, Uxbridge, Ontario, L9P 1R3

905-649-2058 x230 or [josborne@lakeridgeresort.ca](mailto:josborne@lakeridgeresort.ca)

## **Modifications:**

As part of the Company's commitment to customer service policies that respect and promote the dignity and independence of people with disabilities, no changes will be made to this policy before considering the impact on people with disabilities. Any other policy adopted by Lakeridge Resort Limited that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **Documentation:**

We will, upon request, give a copy of the policies, practices and procedures required under the Ontario Regulation 429/07 to any person. When giving documents required under the Customer Service Standard to a person with a disability, it will be provided in a format that takes into account the person's disability.

## **References:**

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Accessibility Standards for Customer Service, Ontario regulation 429/07

Blind Person's Right Act, 1990

Dog Owners' Liability Act, Ontario

Food Safety & Quality Act 2001, Ontario Regulation 31/05

Health Protection & Promotion Act, Ontario Regulation 562

Ontario Human Rights Code, 1990