



# **ACCESSIBILITY for ONTARIANS WITH DISABILITIES ACT (AODA)**

## **Customer Service Policy**

### **1. PURPOSE & SCOPE**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is the Provincial Legislation with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.

This policy is in accordance with the Accessibility Standards for Customer Service Ontario Regulation 429-07 and addresses the following:

- The provision of goods and services to persons with disabilities
- The use of assistive devices by persons with disabilities

- The use of service animals by persons with disabilities
- The use of support persons by persons with disabilities
- Notice of temporary disruptions in services and facilities
- Staff training
- Customer feedback regarding the provisions of goods and services to persons with disabilities
- Notice of availability and format of documents

## **2. POLICY STATEMENT**

Mandarin strives at all times to provide equitable treatment with respect to goods and services without discrimination and harassment as prohibited by the Ontario Human Rights Code and the AODA.

Mandarin is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. Persons with disabilities will benefit from the same services, in the same place and in a similar way as other customers.

Management will ensure that all employees are properly trained on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Employees shall follow the policies, practices and procedures outlined when dealing with persons with disabilities.

### **3. PROVIDING GOODS & SERVICES TO PERSONS WITH DISABILITIES**

Mandarin is committed to excellence in service all customers including persons with disabilities and we will carry out our functions and responsibilities in the following areas:

#### **3.1 COMMUNICATION**

Mandarin will communicate with persons with disabilities in ways that take into consideration their disability. Employees will be trained on how to interact and communicate with persons with various types of disabilities.

##### **3.1.1 Telephone Communications**

Mandarin is committed to providing fully accessible telephone service to our customers. We will train employees to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by email, fax, or letter if telephone communication is not suitable to their communication needs or is not available.

## **3.2 USE OF ASSISTIVE DEVICES, SERVICE ANIMALS AND SUPPORT PERSONS**

Mandarin will ensure that the access, use and benefit of goods or services are not compromised for persons with disabilities who require the use of assistive devices or who are accompanied by a service animal or support person.

### **3.2.1 Assistive Devices**

Assistive devices required by a person with a disability is permitted except where the device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises.

### **3.2.2 Service Animals**

A guest with a disability that is accompanied by a service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. Examples of service animals include dogs used by people who are blind, hearing alert animals for people who are deaf, deafened or hard of hearing, and animals trained to alert an individual to an oncoming seizure and lead them to safety.

- If a service animal is excluded by law, Mandarin will ensure that alternative methods to allow the person with a

- disability to use or benefit from our goods and services, whenever reasonably possible
- If it is not readily apparent that the service animal is being used by the guest for reasons relating to his or her disability, Mandarin may request verification
  - A guest that is accompanied by a service animal is responsible for maintaining care and control of the animal at all times
  - If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, Mandarin will make all reasonable efforts to accommodate the needs of all individuals
  - No service animal can be evicted, excluded or separated from its owners unless the animal demonstrates behaviour posing a direct threat to the health and safety of others
  - Those who object to the presence of a service animal will be consulted individually to find a compromise that does not hinder access for the individual with a disability
  - In the event that a service animal must be separated from an individual, reasonable steps will be taken to serve the customer and address the safety and well-being of the service animal.

### **3.2.3 Support Persons**

A support person is an individual who accompanies a guest with a disability to help his or her communication, mobility, personal care or medical needs or with accessing goods and/or services. All support persons are welcome at all Mandarin locations. Cost for goods and services for a support person accompanying a person with a disability will be the responsibility of the support person.

### **3.3 NOTICE OF TEMPORARY DISRUPTION TO FACILITIES OR SERVICES**

Mandarin 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. 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 notice will be placed at all public entrances and service counters on our premises.

## **4. STAFF TRAINING**

Mandarin will provide training to all employees and all those who are involved in the development and approvals of customer service policies, practices and procedures.

This training will be provided to all new employees and on an ongoing basis to ensure all employees stay current

with any policy or procedural changes as it relates to the AODA Customer Service Standard.

The training will include:

- The purposes of the AODA, 2005 and the requirements of the customers service standard
- How to interact and communicate with persons with various types of disabilities
- How to interact with persons with disabilities who use an assistive device, service animal or a support person
- How to use relay services for telephone communications
- What to do if a person with a disability is having difficulty accessing goods and services at Mandarin
- Current policies, practices and procedures relating to the customer service standard

## **5. FEEDBACK PROCESS**

The ultimate goal of Mandarin is to meet and surpass customer expectations while service customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

Feedback regarding the way Mandarin provides goods and services to persons with disabilities can be made by email to [info@mandarinrestaurant.com](mailto:info@mandarinrestaurant.com) or verbally to the location's Managing Partner. Complaints will be

addressed according to complaint categories already established in our company's complaint management procedures.

## **6. MODIFICATIONS TO THIS OR OTHER POLICIES**

Mandarin is committed to developing customer service policies that respect and promote dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities. Mandarin will provide policy and procedure documents produced by the Mandarin in an alternative format upon request, within a reasonable amount of time.

## **7. QUESTIONS ABOUT THIS POLICY**

This policy exists to achieve service excellence to customers with disabilities. If you have any questions on this policy or would like to obtain this document in an alternate format, please feel free to contact Head Office by mail, phone, or email.

**Mandarin Restaurant  
Franchise Corporation**  
8 Clipper Court  
Brampton, ON  
L6W 4T9  
Tel: 905.451.4100  
Email:  
[hr@mandarinrestaurant.com](mailto:hr@mandarinrestaurant.com)