



Providing Goods, Services or Facilities to People with Disabilities

POLICY STATEMENTS

Aurora Importing (“Aurora” or “Company”) is committed to excellence in serving all our customers including people with disabilities. Therefore, we are committed to ensuring equal access and participation with people with disabilities in a respectful manner that is consistent with the principles of independence, dignity and integration.

STATEMENT OF COMMITMENT

Aurora is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination; and therefore, we are committed to complying with both the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. We also understand that our obligations under the AODA and its accessibility standards do not substitute or limit our obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

POLICY APPLICATION

This policy applies to all Aurora employees, volunteers, agents and contractors of the Company.

OUR COMMITMENT

Aurora is committed to providing excellent service to all our customers including people with disabilities. Therefore, we, as a Company, will follow out our responsibilities as follows:

Assistive devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

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

Communication

We will communicate with people with disabilities in ways that takes into account their disability. We will work with the person with a disability to determine what method of communication works for them. This may include providing information in an appropriate accessible format or with communication support.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our employees may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded;
- discuss with the customer another way of providing goods, services or facilities.

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. In certain cases, Aurora might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability;
- others on the premises.

However, before making a decision, Aurora will:

- consult with the person with a disability to understand their needs;
- consider health or safety reasons based on available evidence; and
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Aurora will notify customers promptly. This clearly posted notice will include:

- information about the reason for the disruption;
- its anticipated length of time, and
- a description of alternative facilities or services, if available.

The notice will be made publicly available on our:

- company website; and
- at public entrances, service counters and reception areas.

Accessibility Training:

Aurora will provide accessible customer service training to:

- all employees, volunteers, agents and contractors of the company;
- anyone involved in developing our corporate policies; and
- anyone who provides goods, services or facilities to customers on our behalf.

Training will include:

- The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard;
- Aurora's policies related to the customer service standards;
- 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 equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities; and
- what to do if a person with a disability is having difficulty in accessing Aurora's goods, services or facilities.

Training will be provided upon hiring and on an ongoing basis when changes are made to our accessible customer service policies. This training will be specific to the work environment.

Feedback process:

Aurora welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Customers who wish to provide feedback on the way Aurora provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- By Phone
- In Person
- Fax
- Email
- Website
- Mail

All feedback and complaints will be reviewed and/or investigated if need be; follow up to the customer will occur if requested. Aurora will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of availability of documents

Aurora will notify the public that documents related to accessible customer service are available upon request. And the Company will provide these documents in an accessible format or with communication support upon request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

Modifications to this or other policies

Any policies of Aurora that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.