Beacon Lite (Ottawa) Ltd. (the “Company”) is committed to the objectives of the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) and the *Ontario Human Rights Code*.

The Company will continue to provide its goods and services to persons with disabilities consistent with the core principles of independence, dignity, integration and equality of opportunity.

*The Company is committed to excellence in servicing all customers including people with disabilities.* The Company has formulated this customer service policy to comply with the requirements under the AODA.

*Customer Service*

(a) *Communication*

*We will communicate with people with disabilities in ways that take into account their disability. We will train employees and volunteers who communicate with customers on how to interact and communicate with people with various disabilities.*

(b) *Telephone Services*

*We are committed to providing fully accessible telephone service to our customers. We will train employees and volunteers 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, in person or with the assistance of a support person, if telephone communication is not suitable for their communication needs or is not available.*

(c) *Assistive Devices*

*We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will allow all customers to use their assistive devices while receiving service from Company. 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 facility.*

(d) *Service Animals and Support Persons*

*We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all employees and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.*

*When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation from a regulated health professional.*

*We are committed to welcoming people with disabilities who are accompanied by a 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.*

(e) Training

*The Company* will provide training to all employees as per below.

The training will include:

· An overview of the AODA

· The requirements under the Customer Service Standard

· An overview of the Human Rights Code

· How to interact with people with various types of disabilities

· How to interact with people with disabilities who use an assistive device

· How to interact with people who use the assistance of a service animal

· How to interact with people who use a support person

· How to use any equipment or devices available at the workplace to assist with providing goods or services to persons with disabilities

· What to do if a person with a disability is having difficulty accessing our organization’s goods or services

New employees will be trained within a timeframe which is dependent upon the position they are hired for, and retrained in the event that changes are made to the plan.

(f) Feedback

The Company welcomes feedback about the manner in which it provides goods, services or facilities to persons with disabilities in person, by telephone, in writing, or by email.

In Person: 4070 Belgreen Drive, Ottawa, ON K1G 2N3

By email: info@beaconlite.ca

The Company will ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports upon request.

*Questions about this Policy*

*The policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy or if the purpose of the policy is not understood, please contact: info@beaconlite.ca*