

Accessibility Standards for Customer Service Policy

PURPOSE

At Brunswick Bierworks Inc. (the "Company") nothing is more important to us than the physical and mental health, safety, security, dignity, self-respect and well-being of our employees, managers, and contractors (collectively, "Workers"), as well as our volunteers, and that of our clients and other visitors, including vendors, suppliers and service providers.

This policy is intended to meet the requirements of the Customer Service Standards, as set out in Ontario Regulation 191/11 under the Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA").

This policy applies to the provision of goods, services or facilities to persons with disabilities.

The Company is committed to meeting the accessibility needs of persons with disabilities in a timely manner. All goods, services or facilities provided by the Company shall take into account the principles of dignity, independence, integration and equal opportunity.

SCOPE

This policy applies to the provision of goods, services or facilities at premises owned and/or operated by the Company.

This policy applies to Workers and volunteers with the Company, as well as to every other person who provides goods and services on behalf of the Company, including when the provision of goods and services occurs off-site.

DEFINITIONS

"accessible formats" may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

"assistive device" means a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities.

Personal assistive devices are typically devices that clients bring with them such as a wheelchair, walker or a personal oxygen tank. These devices might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

"communication supports" may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

"disability" means:

- a any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b a condition of mental impairment or a developmental disability;
- c a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; a mental disorder; or
- d an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

"guide dog" means a dog trained as a guide at a designated facility¹ for a blind person.

"service animal" is a "service animal" for a person with a disability if:

- a the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- b the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons related to the disability:
 - i. A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
 - ii. A member of the College of Chiropractors of Ontario.
 - iii. A member of the College of Nurses of Ontario.
 - iv. A member of the College of Occupational Therapists of Ontario.
 - v. A member of the College of Optometrists of Ontario.
 - vi. A member of the College of Physicians and Surgeons of Ontario.
 - vii. A member of the College of Physiotherapists of Ontario.
 - viii. A member of the College of Psychologists of Ontario.

Designated facilities are found in R.R.O. 1990, Reg. 58: GUIDE DOGS under the Blind Persons' Rights Act, R.S.O. 1990, c. B.7

- ix. A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

"support person" means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs, or with access to goods, services or facilities.

GENERAL PRINCIPLES

4.1 In accordance with the Customer Service Standards, as set out in Ontario Regulation 191/11 under the AODA, this policy addresses the following:

- a The Provision of Goods, Services or Facilities to Persons with Disabilities
- b The Use of Assistive Devices
- c The Use of Guide Dogs and Service Animals
- d The Use of Support Persons
- e Notice of Service Disruptions
- f Feedback
- g Training
- h Notice of Availability and Format of Required Documents

(a) The Provision of Goods, Services or Facilities to Persons with Disabilities

The Company will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- a ensuring that all clients receive the same value and quality;
- b ensuring that the provision of goods, services or facilities to persons with disabilities are integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities;
- c allowing clients with disabilities to do things in their own ways, at their own pace, when accessing goods and services as long as this does not present a safety risk to the clients or others;
- d using alternative methods, when possible, to ensure that clients with disabilities have access to the same services, in the same place and in a similar manner, as clients without disabilities;
- e taking into account individual needs when providing goods and services; and
- f communicating in a manner that takes into account the client's disability.

(b) Assistive Devices

Persons with disabilities may use their own assistive devices, as required, when accessing goods, services or facilities provided by the Company. In cases where the assistive devices present a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure access to the goods and services.

(c) Guide Dogs and Service Animals

If a person with a disability is accompanied by a guide dog or other service animal at the Company's premises, that person will be permitted to enter the premises with the animal, and keep the animal with him/her, unless the animal is otherwise excluded by law from the premises.

If a guide dog or service animal is excluded by law from the premises, the Company will offer alternative methods to enable the person with a disability to access goods, services or facilities, when possible (e.g., securing the animal in a safe location and offering the

guidance of an employee).

If it is not readily apparent that the animal is being used by a person for reasons relating to his/her disability, the Company may request verification. Verification may include:

- a a letter from a regulated health professional (for instance, a physician or a nurse) confirming that the person requires the animal for reasons related to the
- b disability; or a certificate of training from a recognized guide dog or service animal training school.

The person who is accompanied by a guide dog or other service animal is responsible for maintaining care and control of the animal at all times.

If a health and safety concern presents itself (e.g., in the form of a severe allergy to the animal), the Company will take all reasonable steps to meet the needs of all individuals concerned.

(d) Support Persons

If a person with a disability is accompanied by a support person, the Company will ensure that both persons are allowed to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

There may be times where seating and availability prevent the person with a disability and the support person from sitting beside each other. In those situations, the Company will make every reasonable attempt to resolve the issue with a view to ensuring the provision of goods, services or facilities.

In the event an amount is payable for a person's admission to the premises or in connection with a person's presence on the premises, the Company shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person. However, if the Company determines that a person with a disability requires the support person's presence, any admission fee will be waived for the support person.

The Company may require a person with a disability to be accompanied by a support person when on the Company's premises, but only if, after consulting with the person with a disability and considering the available evidence, the Company determines that:

- a the support person is necessary to protect the health and safety of the person with a disability or the health and safety of others on the premises; and
- b there is no other reasonable way to protect the health or safety of the person with a disability and the health and safety of others on the premises.

(e) Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of the Company. In the event of any temporary disruptions, either to the Company's services or to access to its facilities, where persons with disabilities rely on the services or access to them, reasonable efforts will be made to provide advance notice of such disruptions. In some cases (e.g., unplanned temporary disruptions), advance notice may not be possible.

When the Company gives notice of a temporary disruption, the following information will be included in the notice, unless it is not readily available or known:

- a goods and/or services that are disrupted or unavailable;
- b reason(s) for the disruption;
- c anticipated duration of the disruption; and
- d description of any alternative facilities, services or options.

When temporary disruptions occur, the Company will give notice by:

- a posting notice on the Company website;
- b contacting affected individuals who have appointments with the Company; and
- c by any other method that may be reasonable under the circumstances.

(f) Feedback Process

The Company will provide the opportunity to provide feedback relating to:

- a the manner in which the Company provides goods, services or facilities to persons with disabilities; and
- b whether the Company's feedback process referred to in paragraph (a) is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request.

Information concerning the Company's feedback process, including information about the availability of accessible formats and communications supports with respect to the feedback process, will be available on the Company's website. The Company will arrange for the policy to be provided in an alternative accessible format or with communication supports, on request.

Feedback can be submitted directly to Director, Human Resources (Adrienne Cimera) and/or Environmental, Health and Safety Manager (Aiden Azizi).

Upon receiving feedback, the Company will then investigate, if appropriate, and take all reasonable steps to correct the situation, if necessary, with a view to ensuring access to the goods, services or facilities.

(g) Training

Training will be provided to:

- a. all of the Company's Workers and volunteers;
- b. all persons who participate in developing the Company's policies; and
- c. all other persons who provide goods, services or facilities on behalf of the Company.

Training will cover the following:

- a. A review of the purpose of the AODA;
- b. A review of the requirements set out in Ontario Regulation 191/11, including a review of the Customer Service Standards;
- c. A review of how Human Rights Code and AODA work together

- d. Instructions on how to interact and communicate with people with various types of disabilities;
- e. Instructions on how to interact with people with disabilities who:
 - i. use assistive devices;
 - ii. require the assistance of a guide dog or other service animal; or
 - iii. require the use of a support person;
- f. Instructions on how to use equipment or devices that are available at the Company's premises that may help people with disabilities, if applicable;
- g. Instructions on what to do if a person with a disability is having difficulty accessing the Company's services; and
- h. The Company's policies, procedures and practices pertaining to providing accessible client service to persons with disabilities.

Training will be provided as soon as practicable. Ongoing training will be provided in the event of changes to legislation and/or changes to the Company's policies.

The Company will keep a record of the training it provides, including the dates on which training was provided and the number of individuals who attended the training.

(h) Notice of Availability and Format of Documents

If the Company gives a copy of this policy to a person with a disability, or if the Company is otherwise required by this policy to give them a copy of any other document, the Company will, upon request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support. Same will be provided in a timely manner and at a cost that is no more than the regular cost charged to other persons. The Company will consult with the person making the request in determining the suitability of an accessible format or communication support.

SERVICE TIPS

The following are service tips to assist Workers with their interactions with persons with disabilities when providing customer service:

- a speak directly to your guest, positioning yourself so that you can make eye contact. Respect your guest's personal space. Do not lean over them or their assistive device;
- b let your guests know about accessible features in the immediate area (such as automatic entry doors and barrier-free washrooms);
- c don't touch assistive devices without permission. If you have permission, remember to wait for instructions, following which, describe what you're going to do before you do it, and never leave the guest in an awkward, dangerous or undignified position (such as facing a wall or in the path of opening doors);
- d do not cover your face if you are talking to a person with hearing loss – they may be reading lips;
- e offer to adjust the background noise, to the extent possible, when interacting with a person with hearing loss;
- f when engaging with service animals, remember that they are not a pet. Avoid touching or addressing service animals;

- g it may not be readily apparent that the animal is a service animal or that a person is a support person. If you are unsure, ask the guest.

ADMINISTRATION

If you have any questions or concerns about this policy or its related procedures, please contact Director, Human Resources (Adrienne Citera) and/ or Manager of Environment, Health, and Safety (Aiden Azizi). This policy and its related procedures will be reviewed as required in the event of legislative changes.