



AODA - Customer Service Accessibility Standards Policy

(Providing goods, services and/or facilities to people with disabilities)

Guru Studio is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Guru Studio understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Guru Studio is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Guru Studio is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

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 we have on site that may be used by customers with disabilities while accessing our goods, services or facilities.

Communication

We will communicate with people with disabilities in ways that take into account each person's particular disability. We will work with the person with a disability to determine what method of communication works for them.

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.

Date Reviewed: December 18, 2018



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. (Fees does not apply)

In certain cases, Guru 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

Before making a decision, Guru will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- 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, Guru 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.

Training

Guru will provide accessible customer service training to:

- All of its employees, volunteers, agents, contractors and others who could reasonably be expected to interact with the public or third parties on behalf of Guru
- All those who are involved in the development, approval, monitoring or implementation of Guru's customer service policies, practices and procedures about the provision of goods and services to the public and/or third parties.

Such training will include the following:

- A review of the purposes of the AODA and the requirements of its Customer 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 or require the assistance of a guide dog or other service animal or the assistance of a support person.

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- What to do if a person with a particular type of disability is having difficulty accessing the goods or services provided by Guru.

Feedback process

Guru welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Guru will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Customers who wish to provide feedback on the way Guru provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- In person
- By telephone
- In writing
- Electronic text by email or on diskette or otherwise

Customers can expect to hear back within ten (10) business days.

Notice of availability of documents

Guru will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

- Company Website

Guru will provide this document in an accessible format or with communication support, on 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.

For more information about the following policy

Visit: <http://www.ontario.ca/laws/regulation/r11191>

Policy updated: Dec 18, 2018

Reference Accessibility standards for customer service from:

<http://www.ontario.ca/laws/regulation/r07429>

