Accessible Customer Service Plan for LifeLearn Inc. (“LifeLearn”)

*Providing Goods and Services for People with Disabilities*

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

This policy is intended to meet the requirements contained in Part IV.2 of the *Integrated Accessibility Standards Regulation (O. Reg. 191/11)* under the *Accessibility for Ontarians with Disability act, 2005,* and applies to the providing of goods and services to the public or other third parties.

All goods and services provided by LifeLearn shall follow the principles of dignity, independence, integration and equal opportunity.

**Assistive Devices**

LifeLearn recognizes that some customers with disabilities use assistive devices in order to access or benefit from LifeLearn’s services. LifeLearn will use its best efforts to accommodate all assistive devices. However, if necessary LifeLearn will use alternative methods to provide service to customers with disabilities in a manner that takes their disability into consideration.

LifeLearn will ensure that employees are trained and familiar with various assistive devices that may be used by our customers with disabilities.

**Communication**

We will communicate with people with disabilities in ways that take into account their disability.

**Service Animals**

LifeLearn is a dog friendly office and welcomes people with disabilities and their service animals. Service animals are allowed in the parts of our premise that are open to the public. We will ensure our employees dealing with the public are properly trained on how to interact with people who are accompanied by a service animal.

The customer that is accompanied by a service animal is responsible for maintaining care and control of their animal at all times.

If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, LifeLearn will make all reasonable efforts to meet the needs of all individuals.

**Support Persons**

LifeLearn recognizes that some individuals with disabilities rely on support persons for assistance while accessing services. A person with a disability who is accompanied by a support person will be allowed to enter into our premise together with the support person and will not be prevented from having access to the support person while on premise.

**Notice of Temporary Disruption**

LifeLearn will make every effort to notify customers with disabilities of any planned or unexpected disruption to its services. This notice will include information on the reasons for the disruption, the expected length of the disruption and a description of alternative services, if available. There may be situations where advance notice will not be possible.

**Training for Staff**

Training on how to interact with persons with disabilities will be provided to all employees, volunteers, agents and/or contractors or other third parties that act on behalf of LifeLearn. Training will be relevant to their work responsibilities. See appendix A

As reflected in *Ontario Regulation 191/11,* regardless of the format, training will cover the following:

* A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005.*
* A review of the requirements of the *Integrated Accessibility Standards Regulation, Ontario Regulation 191/11*
* Instructions on how to interact and communicate with people with various types of disabilities.
* Instructions on how to interact with people with disabilities who:
* Use assistive devices
* Require assistance of a service animal
* Require the use of a support person
* Instructions on what to do if a person with a disability is having difficulty accessing your services.
* LifeLearn’s policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

LifeLearn will provide training as soon as practicable to all current employees based on their specific role. Training will also be provided to new employees, volunteers, agents and or contractors during orientation. Revised training will be provided in the event of changes to the legislation, procedures and/or practices. LifeLearn will keep a record of the training that includes the date the training was finished and the number of employees who completed the training.

**Feedback Process**

LifeLearn welcomes feedback on how we provide accessible customer service. Customers who wish to provide feedback are asked to first bring their complaint to the Manager in charge. If they are not able to resolve your concern, we are pleased to offer you the following methods of resolving your concerns or complaints.

1. Email our Human Resources Manager at hr@lifelearn.com
2. Telephone

Human Resources Manager at 519-767-5043 ext 276

Corporate Office at 519-767-5043

1. Write our Corporate Office

LifeLearn Inc.

367 Woodlawn Road W.

Unit 9

Guelph, ON

N1H 7K9

1. Website

Contact us <http://www.lifelearn.com/about/contact-us/>

All feedback will be reviewed and responded to within fifteen (15) business days.

Appendix A

Training Needs

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| --- | --- |
| Position  | Training |
| Customer Service/Inside Sales/Accounting | Training on how to interact with people with disabilities. Their role focuses on speaking to the public on the telephone. |
| Meeting and Events/Marketing | Training on how to interact with people with disabilities. Their role focuses on speaking to the public on the telephone and face to face at tradeshows. |
| Executive Assistance/Human Resources | Training on how to interact with people with disabilities. These positions will learn about recruitment and emergency planning. Human Resources will also look at all work practices that people with disabilities have access too. |