

# Providing Goods and Services to People with Disabilities

Omega Paw Inc. is committed to excellence in serving all customers including people with disabilities.

## **Assistive devices**

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

## **Communication**

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

## **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.

## **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 will not be charged for support persons

## **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Omega Paw Inc. 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 placed at reception in the front office and on our website.

## **Training**

Omega Paw Inc. will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained:

- Office Administrators
- Customer Service
- Sales Representatives
- Plant Manager
- Plant Staff

This training will be provided to staff within the 3 month probationary period.

Training will include:

An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard's plan

Omega Paw Inc. related to the customer service standard.

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

What to do if a person with a disability is having difficulty in accessing Omega Paw Inc.

Staff will also be trained when changes are made to your plan.

## **Feedback process**

Customers who wish to provide feedback on the way Omega Paw Inc provides goods and services to people with disabilities can email us at [HYPERLINK "mailto:customerservice@omegapaw.com"](mailto:customerservice@omegapaw.com) customerservice@omegapaw.com, or by mail to:

Omega Paw Inc.  
PO Box 2320  
St. Marys ON N4X 1A2

All feedback, including complaints, will be handled by a customer service representative. Customers can expect to hear back in 5 business days.

## **Modifications to this or other policies**

Any policy of Omega Paw Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.