



## **Providing Goods and Services to People with Disabilities**

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

### Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services and offer helpful measures.

### 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.

### Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers ARO 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 made publicly available at the designated location and on our Website:

- <http://www.aro.ca/index.php?lang=en>

### Training

ARO Inc. will provide accessible customer service training to our employees who deal with the public. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

All staff working at ARO will be trained on Accessible Customer Service within thirty (30) days after being hired.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- ARO Inc.'s plan 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;
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities;
- What to do if a person with a disability is having difficulty in accessing ARO Inc.'s services.

Staff will also be trained when changes are made to our Accessible Customer Service Plan.



### Feedback process

Customers who wish to provide feedback on the way ARO Inc. provides services to people with disabilities are encouraged to do so. Our customer service department is available from Monday to Friday from 9 a.m. to 5 p.m. ET and can be reached in the following ways:

	<b>ARO-Markham</b>	<b>ARO-Burlington</b>
<b>Telephone</b>	1-877-322-1414	1-877-322-1414
<b>Email address</b>	manager.markham@aro.ca	manager.burlington@aro.ca
<b>Letter to head office</b>	Att: HR Department ARO Inc. 1001 De Maisonneuve Blvd West, 14 <sup>th</sup> floor, Montreal QC H3A 3C8	
<b>On location</b>	Provide feedback to our staff in store, who will then report back to Senior Management.	

All feedback, including complaints, will be handled in the following manner: Feedback will be reviewed by the Management team and/or the Human Resources team. When deemed constructive, feedback will be shared with all location staff during weekly meetings. By sharing best practices, feedback acts as both a reminder of our Accessible Customer Service Plan and continuing training. Complaints will be shared to the Human Resources team, who will address them and follow up with the plaintiff within five (5) working days. ARO Inc.'s policies, practices and procedures will be modified if necessary.

### Notice of availability

ARO Inc. will notify the public that documents related to its Accessible Customer Service Plan are available on its website:

- <http://www.aro.ca/index.php?lang=en>

### Modifications to this or other policies

Any policy, practice or procedure of ARO Inc. that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

As tenants, ARO Inc.'s plan is complementary to our landlords' Accessible Customer Service Plan.