

Descendants Beer & Beverage Co. Ltd.

Accessibility Policy

Customer Service Policy

Descendants is committed to diversity, inclusion and accessibility in everything we do. These core values are fundamental to the way we do business and come from our core belief that everyone has value and everyone needs to feel a sense of belonging.

In compliance with the Accessibility for Ontarians with Disabilities Act (AODA), Descendants Beer & Beverage Co. wishes to make available our customer service policy:

OUR COMMITMENT

It is the policy of Descendants Beer & Beverage Co. to provide accessibility and equitable customer service to each and every one of our diverse and valued customers. We strive to design and operate our stores so that they are accessible to all persons with disabilities, and we are committed to providing services in a manner that respects the dignity and independence of persons with disabilities.

USE OF SERVICE ANIMALS AND SUPPORT PERSONS

Service Animals

Persons with disabilities may enter Descendants premises accompanied by a service animal and keep the animal with them, if the public has access to such premises, and the animal is not otherwise excluded by law. While visiting Descendants, it is the responsibility of the person with a service animal to control the animal at all times.

In the event a Descendants employee or customer is allergic to animals, alternative arrangements will be negotiated.

Support Persons

Persons with disabilities may enter Descendants premises accompanied by a support person and may have access to that support person at all times.

Descendants Beer & Beverage Co. Ltd. may require a person with a disability to be accompanied by a support person while on Descendants premises in situations where it is necessary to protect the health and safety of the person with a disability, or the health and safety of others on the premises.

Consent from the person with a disability is required when communicating private issues related to the person with a disability, in the presence of a support person.

NOTICE OF TEMPORARY DISRUPTION

Descendants will make reasonable effort to provide customers with notice in the event of a disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, and its anticipated duration, and a description of alternative facilities or services, if available. We may not be able to give advance notice in case of an emergency disruption.

In order to make information accessible, the signs and printed notices should be clearly laid out. The signs and printed notices will be displayed prominently at the entrances to our location.

TRAINING FOR PARTNERS

Descendants will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service. In addition, training will be provided on a continuous basis to all newly hired employees of Descendants as part of our onboarding process.

A record of training received by Descendants employees will be kept in our employee files.

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/08);
- Information about Descendants Beer & Beverage Co. policies and procedures pertaining to the provision of Descendants services to persons with disabilities;

- How to interact and communicate with persons with various types of disabilities;
- What to do if a person with a disability is having difficulty accessing a Descendants Beer & Beverage Co. Ltd.
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or support person;

FEEDBACK PROCESS

Descendants Beer & Beverage Co. Ltd. welcomes feedback, including feedback about the delivery of our services to persons with disabilities. Descendants will investigate and respond to all complaints relating to such services in a timely, thorough and objective manner. **All customers can submit feedback or questions info@descendantsbeer.com.**

MODIFICATIONS TO THIS OR OTHER POLICIES

Descendants Beer & Beverage Co. Ltd. is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Descendants retains the right to amend or change this policy at any time; however, any such change will only be made after considering the impact on people with disabilities.

For more information:

http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/understanding_accessibility/aoda.aspx