

## AODA – Statement of Commitment to Accessibility

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December 9, 2023

Layzee Acres RV Sales is committed to providing a barrier-free environment for all stakeholders, including our clients, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act, 2005, and its associated regulations.

Layzee Acres RV Sales understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and we are committed as an organization to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please email [info@layzeeacres.com](mailto:info@layzeeacres.com).

Sincerely,

A handwritten signature in black ink, reading "Felix Geisser". The signature is written in a cursive style with a small flourish at the end.

Felix Geisser  
General Manager

# **AODA – Integrated Accessibility Standards Regulation (IASR) Customer Service Policy**

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## **Intent**

All goods and services provided by Layzee Acres RV Sales will follow the principles of dignity, independence, integration, and equal opportunity.

This policy meets the requirements of the customer service standards included in the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005. It applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

## **Guidelines**

### **The Provision of Goods and Services to Persons with Disabilities**

Layzee Acres RV Sales will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- Ensuring that all customers receive the same value and quality;
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services, as long as this does not present a health and safety risk;
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual accommodation needs when providing goods and services; and Communicating in a manner that takes into account the customer's disability.

### **The Use of Assistive Devices**

#### **Customer's Own Assistive Devices**

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by the company. In cases where the assistive device presents a health and safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services, up to the point of undue hardship. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank might involve ensuring the customer is in a location that would be considered safe for both the customer and business. Alternatively, where elevators are not present and where a customer requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

## **Guide Dogs and Service Animals**

A customer with a disability who is accompanied by a guide dog or service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs or service animals. Staff may respectfully ask if an animal is a service animal and will not ask the nature of the person's disability or purpose of the animal.

### Exclusion Guidelines

If a customer's guide dog or service animal is excluded by law (see applicable laws below), Layzee Acres RV Sales will offer alternative methods to enable the person with a disability to access goods and services, when possible. For example, the company might accommodate a customer's disability by securing the animal in a safe location and offering the assistance of an employee to facilitate the delivery of goods and services.

### Applicable Laws

Food Safety and Quality Act, 2001, Ontario Regulation 31/05: Animals not intended for slaughter or to be euthanized are not allowed in any area or room of a meat plant. An exception is made for service dogs to allow them in those areas of a meat plant where food is served, sold, or offered for sale to customers and in those areas that do not contain animals or animal parts and are not used for the receiving, processing, packaging, labelling, shipping, handling, or storing of animals or parts of animals.

Dog Owners' Liability Act, 2005: If there is a conflict between a provision of this legislation or of a regulation under this or any other act relating to banned breeds (such as pit bulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails. Staff will respectfully explain that the service animal must be removed from the public area due to a municipal by-law and make alternate arrangements or provide the service outside the public area.

### Recognizing a Guide Dog or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to their disability, Layzee Acres RV Sales may request verification from the customer.

### Care and Control of the Animal:

The customer who is accompanied by a guide dog or service animal is responsible for maintaining care and control of the animal at all times.

### Allergies and Other Health and Safety Concerns

If a health and safety concern presents itself, for example, in the form of a severe allergy to the animal, Layzee Acres RV Sales will make all reasonable efforts to meet the needs of all individuals. Pursuant to the company's obligations under the Human Rights Code and the Occupational Health and Safety Act, each customer's accommodation needs will be

considered on a case-by-case basis, up to the point of undue hardship. Due diligence needs to be paid to address health and safety requirements. For example, if a person's health and safety could be seriously affected by the presence of a service animal on the premises open to the public, management must fully analyse all options for safely accommodating the service animal. Options could include creating distance between the two individuals to eliminate in-person contact, changing the time the two individuals receive service, or using air purifiers and other measures that could allow the person to use their service animal on the premises. In very exceptional circumstances where a service animal becomes out of control, causing a clear disruption or a threat to the health and safety of others, and the animal's behaviour is not corrected by the owner, a person with a disability can be asked to remove their service animal from the premises. As a courtesy, particularly if the person and service animal have been in attendance on the premises for a long time, staff may ask whether the animal requires water, may designate an area in which the service animal can relieve itself, or ask whether the staff can be of assistance pertaining to the service animal.

### **The Use of Support Persons**

If a customer with a disability is accompanied by a support person, Layzee Acres RV Sales will ensure that both persons may enter the premises together and that the customer is not prevented from having access to the support person. There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, the company will make every reasonable attempt to resolve the issue. In situations where confidential information might be discussed, consent will be obtained from the customer before any potentially confidential information is mentioned.

### **Notice of Disruptions in Service**

Service disruptions may occur for reasons that may or may not be within the control or knowledge of Layzee Acres RV Sales. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods or services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible. If a notification needs to be posted, the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable;
- Reason for the disruption; Anticipated duration; and
- A description of alternative services or options.

### **Notification Options**

When disruptions occur, Layzee Acres RV Sales may provide notice by:

- Posting notices in conspicuous places, including at the point of disruption, at the main entrance, and the nearest accessible entrance to the service disruption, or on the company website;
- Contacting customers with appointments;

- Verbally notifying customers when they make a reservation or appointment; or
- By any other method that may be reasonable under the circumstances.

### **Customer Feedback**

Layzee Acres RV Sales shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available by posting on our Health and Safety Board. Feedback forms, along with alternate methods of providing feedback verbally (in person or by telephone) or written (handwritten, delivered, website, or e-mail), will be available upon request.

### **Submitting Feedback**

Customers can submit feedback to: [info@layzeeacres.com](mailto:info@layzeeacres.com) or 705 833 2539 x 193

### **Training**

Training will be provided to:

- Every employee of or a volunteer with Layzee Acres RV Sales;
- Every person who participates in developing the policies of Layzee Acres RV Sales; and
- Every other person who provides goods, services, or facilities on behalf of Layzee Acres RV Sales.

### Training Provisions

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 customer service standards;
- 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 the assistance of a guide dog or other service animal; or
  - Require the use of a support person (including the handling of admission fees);
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities;
- Instructions on what to do if a person with a disability is having difficulty accessing our services; and
- Policies, procedures, and practices of the company pertaining to providing accessible

### **Record of Training**

Layzee Acres RV Sales will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

### **Notice of Availability and Format of Documents to Customers**

Layzee Acres RV Sales shall notify customers that the documents related to the customer

service standards are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Layzee Acres RV Sales, the website of Layzee Acres RV Sales, and any other reasonable method.

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