

Accessibility for Ontarians with Disabilities Act

Customer Service Standard

Revolver Pizza Co. is committed to creating an environment that is inclusive for all persons, including those with disabilities. Goods and services will be provided to all persons in a manner that follows the principles of dignity independence, integration and equal opportunity. Revolver Pizza Co. will ensure that policies procedures and practices are consistent with these principles and will ensure

- all customers receive the same value and quality;
- customers with disabilities can to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- alternative methods are provided when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- individual needs are taken into account when providing goods and services; and
- communication is provided in a manner that takes into account the customer's disability

This policy shall apply to the provisions of goods and services at all locations operated by Revolver Pizza co. and includes off site locations where good and services on behalf of Revolver Pizza Co are provided. This policy further applies to all employees, volunteers and contractors acting on behalf of Revolver Pizza Co.

All locations have accessible entrances and allow for services to be provided to all individuals without restrictions.

Service animals and support persons are welcome in each of our locations. Likewise, customers may use their own assistive devices as required when accessing goods and services provided by Revolver Pizza Co.

In the unlikely event that access to our location has a temporary disruption limiting access to individuals with specific disabilities, Revolver Pizza Co will make every effort to provide advance notice where possible and will post a notice on the front of the location outlining the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available depending on the circumstance.

Feedback on any of our good or services may be done in the following manner

- At each location my speaking with the location manager
- By telephone, by contacting each location directly
- My email at info@revolverpizza.co
- Via our website at www.revolverpizza.com

Customers who wish to provide feedback by completing an onsite customer feedback form can request a feedback form from any Revolver Pizza Co. staff member. Customers may also advise any Revolver Pizza Co. staff member that they wish to speak with the location manager directly, and arrangements will be made to have the manager meet with the customer at that time.

Customers who submit a formal feedback form will receive acknowledgement that their feedback form has been received, as well as any resulting actions based on the complaint or concern that was submitted.

Training on Accessibility Standards, the Customer Service Standard, and the Integrated Accessibility Standard will be provided to all staff upon policy implementation, during orientation, and when (if applicable) policies have been changed or updated.

Staff are encouraged to complete a 20 minute online training program offered by the Human Rights Commission of Ontario which provides an overview on the code and AODA. This training can be found by visiting <https://www.ohrc.on.ca/en/online-learning/working-together-code-and-aoda>

Training will include

- a review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- a review of the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
- A review of the requirements of the Integrated Accessibility Standards Regulation
- 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, service dog or other service animal; or
 - require the accompaniment of a support person.
- 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 your services.

Availability of Documents

Revolver Pizza Co., will provide a copy of our Accessibility policies to any person wishing to review them. Revolver Pizza Co. will also make every reasonable effort to provide the documents in the manner in which is acceptable for a person requesting them, taking into account the person's disability.

Accessibility documents will be reviewed internally no less than every five (5) years.

Integrated Accessibility Standards Regulation (IASR)

Revolver Pizza Co. is committed to creating an environment that is inclusive for all persons, including those with disabilities. Goods and services will be provided to all persons in a manner that follows the principles of dignity, independence, integration and equal opportunity.

In compliance in the IASR Revolver Pizza Co. will ensure equal opportunity and integration by removing barriers and complying with requirements set out in all accessibility legislation.

Accessibility and integration standards will be considered when procuring and purchasing goods and services, and when completing any type building/location changes or redesign to public spaces.

Revolver Pizza Co. does not offer self-service kiosks at any locations, and as such this section is currently not applicable.

Information and communication, including notices and emergency procedures will be made accessible to accommodate persons with disabilities. This may include printing documents and issuing communications and emergency plans in large print format, recorded audio where possible, or other formats that may be specific to an individual's needs. Revolver Pizza Co. will consult the individual to identify the communication media that would work best to accommodate their needs.

Revolver Pizza Co. is committed to providing persons with disabilities equal opportunities in regard to all employment activities including

- recruitment, assessment and selection
 - applicants that are selected for the recruitment process will be asked if they require any accessibility accommodation, and accommodations will be implemented as necessary. Postings will include wording outlining that we are an equal opportunity employer.
- accessible formats and communication support for employees
 - Revolver Pizza Co. will make every reasonable effort to accommodate employees who require accommodation regarding communications, policies and accessible formats. Supports will be provided on an individualized basis to meet the needs of the individual requesting accommodation.
- workplace emergency response information and documented individual accommodation plans
 - Employees will be provided individualized workplace emergency and accommodation plans based upon the accommodation required, outlining what the accommodation is, how information will be accessible to the employee, and an overall outline of the plan. Individualized workplace emergency plans may include the assignment of a designated person if necessary.
- return to work processes, performance management, career development and advancement and redeployment

- Revolver Pizza Co. will take into account accessibility needs, individualized plans and will ensure the principals of dignity independence, integration and equal opportunity are maintained during each of these processes.

All accommodation requests will be handled with discretion and confidentiality. Only individuals required to have knowledge of the disability and/or accommodation, or who are part of the accommodation plan will be provided with knowledge of the disability and/or accommodation.