



## **SKIN MediSpa Accessible Standard for Customer Service Policy**

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

SKIN MediSpa is committed to excellence in serving our valued clients, including customers with disabilities. We are dedicated to serving clients with disabilities in ways that promote the principles of dignity, independence, integration and equal opportunity and ensure that persons with disabilities receive accessible goods and services of the same quality that others receive in a timely manner. This policy has been formulated in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Accessibility Standards for Customer Service, Ontario Regulation 429/07 and to articulate the company's values and objectives in relation to this standard.

### **Assistive Devices**

SKIN MediSpa ensures that our employees are trained and familiar with various assistive devices that we have on site, or that we provide, that may be used by customers with disabilities while accessing our goods or services. Persons with disabilities are also welcome to use their own assistive devices as required when accessing goods or services.

### **Communication**

Employees of SKIN MediSpa strive to provide excellence in customer service to all of our clients. Employees will respectfully communicate with people with disabilities in ways that take into consideration their disability, and provide service to persons with disabilities in ways which honour the person's dignity.

### **Service Animals**

SKIN MediSpa welcomes persons with disabilities and their service animals. Service animals are welcome on the parts of our premises that are open to the public unless otherwise prohibited by law.

### **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. We will also ensure that the customer/client is not prevented from having access to their support person. All client confidentiality requirements also apply to support persons.

### **Notice of Temporary Disruption**

In the event of a disruption to services or facilities for customers with disabilities, SKIN MediSpa will make reasonable efforts to provide advance notice or to notify customers promptly. The notice will

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include information about the reason for disruption, its anticipated length of time, and a description of alternative facilities or services, if available. This notice of interruption will be posted in a conspicuous place on the premises and/or on the company website.

### **Training**

SKIN MediSpa will provide accessible customer service training to all employees who deal with the public or other third parties on our behalf. Training will also be provided to employees involved in the development of policies, practices, plans and procedures related to the provision of goods and services. Staff will be trained on Accessible Customer Service as soon as is practicable.

Training will cover the following topics as outlined in Regulation 429/07:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- SKIN MediSpa policy related to the accessible 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 SKIN MediSpa's goods and services
- Staff will also be trained when changes are made to our accessible customer service plan and/or to the legislation.

### **Feedback Process**

The intent of this policy is to meet goods and service expectations while incorporating the needs of individuals with disabilities. Feedback on how well SKIN MediSpa is meeting those expectations is welcome and appreciated. Customers who wish to provide feedback on the way SKIN MediSpa provides goods and services to people with disabilities can do so in the following ways:

- By speaking with a Client/Patient Coordinator in our office
- By telephone at 705-673-7546

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- By email to [info@skinmedispa.ca](mailto:info@skinmedispa.ca)
- In writing to SKIN MediSpa, 205 Douglas Street, Sudbury, Ontario P3E 1E9

All feedback will be forwarded to the appropriate manager for consideration, and will be addressed in a timely manner, based on the level of investigation and action required.

### **Availability of Policy**

SKIN MediSpa will have copies of our Accessible Standard for Customer Service Policy available to customers at the front reception of each business location. The public can also access this policy by visiting each company's website. Individuals with disabilities may request this policy in alternative formats.

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

Any policy, practice or procedure of SKIN MediSpa that does not respect and promote the principles of dignity, independence, integration and equal opportunity for persons with disabilities will be modified or eliminated.