



Accessible Customer Service Policy - Providing Goods and Services to People with Disabilities

Big Blue Bubble 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 we can provide that may be used by customers with disabilities while accessing our goods or services.

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.

TRAINING - Big Blue Bubble Inc. will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

1. An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
2. Big Blue Bubble Inc.'s plan related to the customer service standard.
3. How to interact and communicate with people with various types of disabilities
4. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
5. What to do if a person with a disability is having difficulty in accessing Big Blue Bubble Inc.'s goods and services

Staff will also be trained when changes are made to our accessible customer service policy.

FEEDBACK PROCESS - Customers who wish to provide feedback on the way Big Blue Bubble Inc. provides goods and services to people with disabilities can send an e-mail to contact@bigbluebubble.com. Documents required by the Customer Service Standard will be available at the reception in print or electronic format.

Document Owner	Issue / Revised Date	Reason for Change	Version	Approver
Human Resources	12/30/2019	5 year review of policy – no policy changes required, just office location address updated.	HR002	Beverly Probst

Big Blue Bubble
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