

Statement of Commitment

Lucvaa Ltd. is committed to complying with both the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) by eliminating barriers to accessibility and ensuring equal access for people with disabilities.

We are committed to excellence in serving all customers, including people with disabilities, and treating these individuals in a manner that maintains their dignity and independence.

Policy Statement

Providing goods, services or facilities to people with disabilities

I. Assistive devices

- People with disabilities may use their personal assistive devices when accessing our goods, services or facilities
- We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities
- In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities

II. Communication

- When communicating with a person with a disability, Lucvaa Ltd. will communicate in a manner that takes into account the person's disability
- We will work with the person with a disability to determine what method of communication works for them

III. Service animals and support persons

- Lucvaa Ltd. welcomes onto its premises service animals and support persons upon whom persons with disabilities rely
- A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks
- When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability

IV. Notice of temporary disruption

- In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Lucvaa Ltd. will notify customers promptly

- This clearly posted notice will include the following information the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available
- The notice will be placed at all public entrances and the reception desk on our premises

V. Training

- Training will be provided to all employees or other third parties on behalf of Lucvaa Ltd., and all those who are involved in the development and approvals of customer service policies
- Employees will be trained on accessible customer service within 3 months after being hired
- Employees will also be trained when changes are made to our accessible customer service policies
- Training will include:
 - Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
 - Lucvaa Ltd.'s policies related to the 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
 - For specific personnel, how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities
 - What to do if a person with a disability is having difficulty in accessing Lucvaa's goods, services or facilities

VI. Feedback process

- Lucvaa Ltd. welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns
- Customers who wish to provide feedback on the way Lucvaa Ltd. provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):
 - In Person
 - Phone: (416) 745 4100
 - Email: info@lucvaa.com
 - Website: www.lucvaa.com
- All feedback, including complaints, will be forwarded to President, and responded to within 5 business days
- We will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request

VII. Notice of availability of documents

- Lucvaa Ltd. will notify the public that documents related to accessible customer service, are available upon request by posting a notice at all public entrances and the reception desk on our premises

- Lucvaa Ltd. will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost

VIII. Modifications to this or other policies

- Any policies of Lucvaa Ltd. that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed