

## Quickie Convenience Stores Corp. (Quickie)

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

#### **1. Our Mission**

The mission of Quickie Convenience Stores Corp. (hereinafter referred to as “Quickie”) is to excel in serving all customers including people with disabilities.

#### **2. Our Commitment**

In fulfilling our mission, Quickie strives to provide its goods and services in a manner that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and to benefit from those services in a similar way as all other customers.

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

In furtherance to our commitment to excel in serving all customers, including people with disabilities, we will carry out our functions and responsibilities in accordance with the best practises below:

**Communication:** Quickie will communicate with people with disabilities in ways that take into account their disability and will communicate its best practises to staff on how to communicate and interact with people with various types of disabilities.

**Assistive Devices:** Quickie is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will communicate best practises to staff so that they are familiar with various assistive devices that may be used by customers with disabilities while accessing Quickie’s goods and/or services.

**Service Animals:** Quickie welcomes people with disabilities who are accompanied by a service animal on the parts of our premises to which the public has access. We will also communicate this best practise to our staff so that they are aware of how to interact with people with disabilities who are accompanied by a service animal.

**Support Persons:** Quickie is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be able to enter Quickie’s premises with his or her support person. We will also communicate this best practise to our staff so

that they are aware of how to interact with people with disabilities who are accompanied by a support person.

**Notice of Temporary Disruption:** Quickie will provide customers with notice in the event of a planned or unexpected disruption to services or facilities usually used by people with disabilities. Notice of the disruption will include information about the reason for disruption, its anticipated duration and a description of alternative facilities or services, if available. The notice will be provided in a method that is appropriate and reasonable in the circumstances.

**Training:** Quickie will ensure that employees who deal with the public or other third parties acting on behalf of Quickie receive training about the provision of goods and services to persons with disabilities. Specifically, the following training procedures will be taken:

- Quickie will train all Territory Supervisors so that they may provide training support to store Dealers and their personnel.
- Guidance and training material will be provided to the Store Dealers so they can develop their own training measures.

Training sessions and training material will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* the requirements of the customer service standard and this policy.
- 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 support person.
- What to do if a person with a disability is having difficulty accessing Quickie's goods and/or services.

Training will be provided as soon as practicable. As appropriate, there will be ongoing training and communication about changes to Quickie's policies, practises or procedures in relation to the provision of goods and services to people with disabilities.

**Feedback Process:** Customers who wish to provide feedback on the way Quickie provides goods and services to people with disabilities can do so by the following means:

- In person to the Quickie store personnel.
- By email; [customer.service@quickestores.com](mailto:customer.service@quickestores.com)
- By phone at 613-736-7962

Copies of this Policy will be made available upon request.