

Accessibility Policy

Teal & Co. Inc. (Teal) strives at all times to provide goods and services in a way that respects the dignity and independence of persons with disabilities. Teal is also committed to ensuring that, persons with disabilities receive accessible goods and services of the same quality that others receive. Teal is also committed to ensuring that, to the extent possible, accessible goods and services are delivered in a timely manner.

This Policy has been prepared to meet the compliance requirements of the AODA Customer Service Standard and to articulate what people may expect from Teal in regard to this standard. This policy reflects the values of Teal. Teal's Accessible Service Provision Policy is intended to benefit the full range of persons with disabilities, as defined in the Ontario Human Rights Code. Teal believes that whether a person's disability is apparent or not, everyone should be treated with courtesy, made to feel welcome, and have their needs respected whenever they interact with a Teal service.

This Policy applies in conjunction with and should be read together with other policies that effect the provision of goods and services by employees, contractors, volunteers, and others who interact with individuals who wish to obtain, use or benefit from goods and services provided by Teal.

1. Assistive devices

Teal is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from its goods and services. Teal will ensure that employees know how to use assistive devices available in providing Teal goods and services and inform individuals wishing to access Teal goods and services of the assistive devices that are available.

2. Use of service animals and support persons

Persons with disabilities may bring their service animal on the parts of premises that are open to the public or other third parties. Teal will ensure that all employees, volunteers and third parties dealing with the public are trained in how to interact with persons with disabilities who are accompanied by a service animal. On rare occasions, a service animal may not be permitted to enter an area of the premises consistent with other laws. In these instances, the CEO or designate will suggest appropriate alternatives and provide assistance. Any person with a disability who is accompanied by a support person will be allowed to enter Teal premises open to the public or other third parties with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on Teal premises. When support persons are required (e.g., sign language interpreters, real-time captioners, attendants) for Teal sponsored meetings, consultations or events, Teal will work to facilitate arrangements for support persons.

3. Communication

Teal will communicate with persons with disabilities in ways that take into account their disability. This means employees will communicate in a means that enables persons with disabilities to communicate effectively for purposes of using, receiving and requesting Teal goods, services and facilities.

4. Feedback process

The ultimate goal of this Policy is to meet goods and service delivery expectations while responding to the requests of individuals with disabilities. Comments on how well Teal is meeting those expectations are welcome and appreciated. Feedback about this Policy or its implementation can be submitted:

- online via email at info@tealandco.com
- by telephone at (416) 915-4237
- in person at Teal, 407-277 Lakeshore Road East, Oakville, ON, L6J 1H9
- by mail to Teal and Co. Inc., 407-277 Lakeshore Road East, Oakville, ON, L6J 1H9

Feedback received will be responded to and where possible, addressed immediately. Individuals offering feedback can expect acknowledgement of that feedback within five business days of its receipt. The acknowledgement will indicate how the matter will be addressed and when the individual will be notified of the outcome. Teal will follow up on any actions arising from the feedback and the timeframe for implementation will be provided as part of the notification of outcome. Feedback/response will be in a format that is accessible to the complainant.

5. Notice of temporary disruptions

Teal will provide individuals wishing to access its goods and services with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. This notice will include information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services available (where applicable).