



Accessible Customer Service Policy

Our Commitment

The mission of iTAN Studios is a commitment to excellence in serving all Customers including people with disabilities, by striving to provide our goods and services in a manner that is accessible to everyone.

Providing Goods and Services to People with Disabilities

iTAN respects the dignity and independence of people with disabilities. We will ensure our practices and procedures are consistent with the principles of independence, dignity, integration and equality of opportunity by carrying out our responsibilities in the following areas:

Communication

We will communicate with our Customers in an efficient and friendly manner that is respectful of their communication needs.

We will train our employees, who have direct interaction with the public, on how to most effectively interact and communicate with persons with disabilities to ensure our practices are equitable and inclusive.

Telephone Services

We are committed to providing fully accessible telephone service to our Customers, within our regular operating hours.

Alternate methods of communication are available to ensure our Customers have access to the communication approach that best meets their needs, such as email, fax, or facebook, if telephone communication is not available.

Assistive Devices

We recognize that some Customers may require the use of assistive devices while using our services. We will ensure that our employees are trained to appropriately interact with and provide assistance to our Customers, who use assistive devices, including but not limited to:

- Wheelchairs
- Walkers
- Canes
- Portable magnifiers
- Assistive listening devices



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Service Animals

Where a person with a disability is accompanied by a service animal, we are committed to ensuring ease of access to public areas and tanning rooms. Our employees are trained on how to interact with people with disabilities, who are accompanied by a service animal.

Where service animals are not clearly identified, an employee may ask the owner to provide appropriate documentation.

Support Persons

A support person accompanying a Customer with a disability will be allowed to accompany the Customer at all times. If confidential information needs to be shared, consent will be obtained from the Customer, prior to any conversation.

A support person accompanying a client with a disability will be required to sign a liability waiver and wear protective eyewear when the tanning units are operating.

Fees will not be charged to support persons for admission to any of iTAN's premises.

Please note the iTAN policy does not allow for staff to assist Customers where physical contact is required. If a Customer with a disability requires further assistance, it will be the responsibility of the support person.

Notice of Temporary Disruption

iTAN will provide Customers with as much notice as possible in the event of a planned or unexpected disruption at our locations. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternate locations, if available.

The notice will be posted at the front entrance of all iTAN locations and on iTAN website and facebook page.

Training of Employees

iTAN will provide training to employees, who have direct interaction with the public.

The training will include the following:

- How to effectively interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or support person
- What to do if a person with a disability is having difficulty in accessing iTAN's goods and services
- iTAN's policies, practices and procedures relating to Accessible Customer Service
- Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.



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Feedback Process

Customers who wish to provide feedback on the way iTAN provides goods and services can be made through **email to info@itanstudios.com** . Customers can expect to receive acknowledgement of their feedback within two business days.

Modifications to This or Other Policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities, in accordance with AODA (Accessibility for Ontarians with Disabilities Act). Therefore, no changes will be made to this policy before considering the impact on people with disabilities and any legal ramifications.

iTAN Locations that Offer Full Wheelchair accessibility:

- Barrhaven (3191 Strandherd Dr)
- Kanata (474 Hazeldean Rd)
- St Laurent (1759 St Laurent Blvd)
- Orleans (900 Watters Rd)

iTAN Locations that Offer Limited Accessibility:

- Market (133 Besserer)
- Merivale (1867 Merivale)
- Elgin (190 MacLaren)
- Carling (1673 Carling Ave)

Responsibilities

An Accessibility Coordinator will be appointed by iTAN with the responsibility to:

1. Review this policy on an annual basis and revise where necessary
2. Provide customers and interested parties with a copy of this policy upon request
3. Make sure this policy is available in alternate formats upon request
4. Ensure that all employees are appropriately trained to provide accessible customer service
5. Ensure that notice is provided upon disruption of service
6. Collect and follow up on all Customer feedback



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All Employees, who have direct interaction with the public, will be required to:

1. Attend and complete Accessible Customer Service training
2. Employ the skills and knowledge presented in the Accessible Customer Service training to ensure a consistent level of customer service
3. Inform management of any issues regarding accessibility, including disruptions of service that could affect customer access to our premises
4. Adhere to the Accessible Customer Service Policy at all times
5. Provide assistance to Customers where necessary, and ensure hallways and other walkways are kept clear at all times.

Questions about This Policy

If anyone has a question about the policy, or if the purpose of the policy is not understood, an inquiry can be sent to kim@itanstudios.com

Definitions

Below is a list of definitions in alphabetical order, which can be found throughout this document.

Assistive Device: A device used by persons with a disability to facilitate access and/or independence in everyday tasks. Such devices include mobility equipment (i.e. wheelchairs, walkers and canes) as well as portable communication devices such as hearing aids and magnifiers.

Communication: Refers to the transference of information and can use a variety of formats including verbal, written and/or visual.

Disability: The AODA and the Ontario Human Rights Code defines “disability” in the same way. “Disability” means:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impairment, muteness or speech impediment or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.
- b) a condition of mental impairment or a developmental disability
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- d) a mental disorder, or



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- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Service Animal: An animal is a service animal for a person with a disability, (a) it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability. Service animals help people with autism, developmental/intellectual disabilities, vision loss, hearing loss, physical disabilities and/or those who have epilepsy or other seizure disorders.

Support Person: Means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods and services.