

 opus TRIBUTE GROUP	Policy Number: C-E-200
	Page 1 of 3
Policy Section: Corporate	Revision Date: July 2026
Prepared By: Human Resources	Original Date: May 2013
Subject:	Accessibility & Customer Service Standards

Purpose

Opus Tribute Group is committed to providing accessible customer service in accordance with the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. This policy sets out the standards for the provision of goods, services, and facilities to the public.

Policy

Opus Tribute Group is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace. The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

Our Commitment

Opus Tribute Group makes every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- Giving people with disabilities the same opportunity to access our services, and in a similar way, as other customers.
- Communicating in a manner that takes into account the customer's disability.
- Opus Tribute Group will consult with the person making the request to determine suitability of the format or communication support.
- Opus Tribute Group will provide accessible format in a timely manner, at no additional cost.

Upon request, the company provides a person with a disability with a copy of this policy, or the information contained within it, in a format that meets their accessibility needs.

		Policy Number: C-E-200
		Page 2 of 3
Policy Section: Corporate		Revision Date: July 2026
Prepared By: Human Resources		Original Date: May 2013
Subject:	Accessibility & Customer Service Standards	

Guidelines

Assistive Devices: Persons with disabilities may use their own assistive devices as required when accessing goods or services or facilities. In cases where the assistive device presents a health and safety concern or where accessibility might not be available, or not sufficient to provide full access to a service, assistance will be provided as appropriate to the situation.

Service Animals: A customer with a disability who is accompanied by a service animal is welcome to access to premises that are open to the public and keep the animal with them unless the animal is otherwise excluded by law. If it is not readily apparent that the animal is a service animal, employees may respectfully ask whether an animal is a guide dog or service animal but must not ask the nature of the person's disability or purpose of the animal.

The customer who is accompanied by a service animal is responsible for maintaining control of the animal at all times. Opus Tribute Group will not accept responsibility for service animals' care while the animal is on the premises. It is the owner's responsibility to make arrangements for their animals' care.

Support Persons: If a customer with a disability is accompanied by a support person, Opus Tribute Group will ensure that both persons may enter the premises together and that the customer is not prevented from having access to the support person. In situations where confidential information might be discussed, consent must be obtained from the customer before any potentially confidential information is mentioned in the presence of the support person.

Notice of Temporary Disruptions: Opus Tribute Group will provide to the next-of- kin notice in the event of a planned or unexpected disruption in the facilities or services that are usually used by people with disabilities. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available.

Training: Training is provided to employees, volunteers, those who participate in the development of company policies, and any other person who provides goods, services, or facilities on behalf of the company.

		Policy Number: C-E-200
		Page 3 of 3
Policy Section: Corporate		Revision Date: July 2026
Prepared By: Human Resources		Original Date: May 2013
Subject:	Accessibility & Customer Service Standards	

Training covers the following:

- A review of the purpose of the AODA and its requirements of the customer service standards;
- Instruction on how to interact and communicate with people with various types of disabilities;
- Instructions on how to interact with people with disabilities who use assistive devices or require the assistance of a guide dog or other service animal or a support person;
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities;
- Instructions on what to do if a person with a disability is having difficulty accessing our services; and
- Policies, procedures, and practices of the company pertaining to providing accessible customer service to customers with disabilities.

Opus Tribute Group provides training as soon as practicable to each employee. Revised training is provided in the event of changes to legislation, procedures, policies, or practices.

The company keeps a record of training that includes the dates training was provided and the individuals to whom it is provided.

Customer Feedback: Opus Tribute Group has established a feedback process to provide the public with the opportunity to provide feedback on how goods, services, and facilities are provided to customers with disabilities. Feedback may be shared verbally (in person or by telephone) or in writing (handwritten, delivered, website, or e-mail).

The company addresses feedback received on a case-by-case basis and takes any actions necessary to remedy any issues. Customers who wish to submit feedback should be directed to the President/CEO.