

Customer Service Policy

Accessibility for Ontarians with Disabilities Act - Customer Service Standard

We have always been committed to doing the right thing for our customers and employees. Our values and behaviours are the foundation for the relationships we foster with our customers and employees. The *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) is an Ontario law that was created to develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities. The integration of the AODA Customer Service Standard into our restaurants and workplaces will bolster our continued commitment to showing respect, understanding, and tolerance towards our customers and employees.

1. Application and Scope

This Policy applies to all of our Ontario employees, agents and contractors who engage with the public on our behalf.

2. Providing Goods and Services to Ontarians with Disabilities

We are committed to using reasonable efforts to:

Provide goods and services in a manner that respects the dignity and independence of persons with disabilities;

Provide goods and services in a manner that enables a person with a disability to obtain, use or benefit from our goods and services; and

Provide persons with disabilities with an opportunity equal to that given to others to obtain, use and benefit from our goods and services.

3. Communications

When communicating with a person with a disability, we are committed to doing so in a manner that takes into account the person's disability. We want everyone to feel comfortable serving customers with disabilities. Any questions or concerns about how to interact with persons with disabilities must be discussed with a Manager.

4. Assistive Devices

In our restaurants and workplaces, we welcome the use of assistive devices by persons with disabilities in order to obtain, use or benefit from our goods and

services. Some examples of assistive devices are walkers, wheelchairs, and oxygen tanks.

5. Service Animals

We welcome people with disabilities and their service animals.

An animal is a “Service Animal” if it is readily apparent that the animal is used by the person for reasons relating to disability, or if the person has a letter from a physician or nurse verifying that the animal is required for reasons relating to disability. Examples of a Service Animal are guide dogs, autism service dogs, mobility animals, and seizure alert animals.

People with disabilities are allowed to use their Service Animals in the parts of our restaurants that are open to the public or to third parties, unless the animal is otherwise excluded by law from the restaurants.

If a Service Animal is excluded by law from our restaurants, then we will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from our goods and services.

If it is not obvious that the animal is a Service Animal, then any questions or

concerns must be discussed with a Manager.

Service Animals must be in the care and control of the individual at all times.

Any questions or concerns concerning a Service Animal must be discussed with a Manager.

6. Support Persons

We welcome people with disabilities and their support persons.

A “Support Person” is a person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs, or with access to goods or services.

Any person with a disability who is accompanied by a support person is permitted to access our restaurants in the same way as any other customer.

7. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the Manager will notify customers promptly with a clearly posted notice. The notice will include information about the reason for the disruption, its anticipated duration and a

description of available alternative facilities or services, if any.

8. Accessibility Training

Any person who interacts with the public or who participates in developing policies, practices and procedures will receive training on an ongoing basis, including information on how to serve persons with disabilities.

Training topics will include:

- Review of the purposes of the AODA and requirements of the Customer Service Standard;

- Instruction on how to interact and communicate with people with disabilities;

- Instruction on how to interact with people with disabilities who use assistive devices or require the assistance of a Service Animal or a Support Person;

- Instruction on how to use equipment or devices available at the premise or that is provided otherwise, that may help people with disabilities access our goods and services, such as TTY telephones, elevators, or lifts; and

Instruction on what to do if a person with a disability is having difficulty accessing our goods and services.

9. Feedback Process

We are committed to fostering relationships with all of our customers and we strive to meet their expectations. Comments on our goods and services can be addressed through the following methods:

Speaking with a Restaurant Manager
Contacting the AODA Manager on
McDonald's.ca
Telephone: (416) 443-1000
Fax: (416) 446-3443
Mail: McDonald's Restaurants of Canada
Limited
1 McDonald's Place
Toronto, Ontario, Canada
M3C 3L4

10. Availability of AODA Documents

We will provide AODA-related documents upon request. In the event that we are required by law to provide a copy of an AODA-related document to a person with a disability, then we will do so in a format that takes into account the person's disability.