

Accessibility For Ontarians with Disabilities Act, 2005

Accessible Customer Service Policy

We are committed to complying with the *Accessibility for Ontarians with Disabilities Act, 2005*, the Ontario *Human Rights Code*, and any other applicable law, in upholding the rights of persons with disabilities.

Application

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

Providing Goods and Services to Persons with Disabilities

We are committed to excellence in serving all customers, including persons with disabilities, and to ensuring that the following commitments are reflected in our policies and practices:

- Providing goods in services in a manner which respects and accommodates the needs and dignity of people with disabilities; and
- Providing equal opportunities for persons with

disabilities to obtain, use, and benefit the goods and services we offer.

We do not tolerate any form of discrimination against individuals with disabilities.

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.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

Communication

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. Employees must consider how a person's disability may affect the way they express, receive, or process communications. We will work with the person with a disability to find a method of communication that works for them. Any questions or concerns about how to interact with persons with disabilities must be discussed with a Manager.

Service Animals & Support Persons

We welcome people with disabilities and their service animals. An animal is a "Service Animal" for a person with a disability if:

- (a) the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- (b) the person provides documentation from a regulated health professional (e.g. doctor or nurse) confirming that the person requires the animal for reasons relating to the disability.

Examples of Service Animals are guide dogs, autism service dogs, mobility animals, and seizure alert animals. People with disabilities can 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, we will explain why the animal is excluded, 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. When we cannot easily identify that an animal is a Service Animal, a manager may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the Service Animal for reasons relating to their disability.

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.

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.

Notice of temporary disruption

In the event that a facility, service or system offered to customers with disabilities (such as a washroom, accessibility door open/close buttons, wheelchair ramp, etc.) becomes temporarily unavailable, we will provide notice of the disruption as is reasonable in the circumstances. The notices will be posted in a conspicuous location, and will:

- Explain the reason for and anticipated length of the disruption; and
- Provide a description of and indicate the location of an alternative facility or service that is accessible to persons with disabilities, if available.

Training

We provide training on the requirements of accessibility standards and on the *Human Rights Code* as it pertains to persons with disabilities. The training is provided to: all employees, all persons who participate in developing our policies, and all other persons who provide goods, services or facilities on our behalf.

Training will include, but not be limited to, all training topics discussed in this policy, which may be amended from time to time. The training will review:

- The purpose of our accessibility policy and requirements of the customer service standard;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, other service animal or of a support person;
- Best practices to use equipment or devices available at our premises or that we otherwise provides that may help people with disabilities access our goods and services, such as accessible pin pads, automatic door openers,

wheelchair ramps, accessible interactive kiosks or other technology; and

- Best practices to support persons with a particular type of disability in having difficulty accessing our services.

We will keep a record of the training provided.

Feedback Process

- **on our website:** www.mcdonalds.com/ca/en-ca/contact-us.html
- **by telephone:** contacting Guest Relations at 1-888-424-4622
- **by email:** accessibilitymanager@ca.mcd.com
- **at a restaurant:** Restaurant contact information can be provided to customers by the General Manager of the restaurant they wish to provide feedback on.
- **other means available to the person.**

Complaints and feedback will be addressed according to our regular complaint management procedures. We will ensure that this feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on

request. Persons providing feedback can expect an acknowledgment of their feedback to be issued within 10 business days. The acknowledgment will indicate when the matter will be addressed, and when the individual will be notified further in the matter.

Availability of this Policy

Upon request, we will provide or arrange for the provision of this document or the information contained in this policy, to an individual in an accessible format or with communication support in a timely manner that takes into account the person's accessibility needs. We will also consult with the person making the request, in determining the suitability of an accessible format, or communication support system.