



bigbluebubble

Accessible Customer Service Policy - Providing Goods and Services to People with Disabilities

Reviewed 10/3/2023

Big Blue Bubble is committed to excellence in serving all customers including people with disabilities.

Assistive devices - We will ensure that our staff is trained and familiar with various assistive devices that we can provide that may be used by customers with disabilities while accessing our goods or services.

Communication - We will communicate with people with disabilities in ways that take into account their disability.

Service animals - We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support person - A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Training - Big Blue Bubble will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

1. An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
2. Big Blue Bubble's plan related to the customer service standard.
3. How to interact and communicate with people with various types of disabilities.
4. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
5. What to do if a person with a disability is having difficulty in accessing Big Blue Bubble's goods and services.

Staff will also be trained when changes are made to our accessible customer service policy.

Feedback process - Customers who wish to provide feedback on the way Big Blue Bubble provides goods and services to people with disabilities can send an email to contact@bigbluebubble.com. Documents required by the Customer Service Standard will be available at Reception in print or electronic format.

Big Blue Bubble Inspiring Worlds of Creativity

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