

## Accessibility for Ontarians with Disabilities Act

**Our Commitment:** In fulfilling our mission, Manitoulin Fuels strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities.

We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place, and in a similar way as other visitors.

**Support Persons:** Support people are allowed to accompany the person with a disability anywhere the person is going on our premises.

**Service Animals:** Service animals are allowed anywhere the public is allowed.

**Emergency Evacuation Procedures:** If you require accommodation in the event of an emergency evacuation, please notify the receptionist or the person you are meeting with.

**Accessible Formats and Communications Supports:** If you require accessible formats of any of the documents used during your visit or communication supports, please notify the person you are meeting with

**Feedback Process:** The ultimate goal of Manitoulin Fuels is to meet and surpass expectations while serving clients with disabilities. Comments on our products, goods and services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Manitoulin Fuels provides products, goods and services to people with disabilities can be made by email, phone or in person

- All feedback will be directed to Donald Edward
- Clients/customers will be responded to in ten business days
- All information will remain confidential

### AODA Policies:

A copy of Manitoulin Fuels, AODA policies are available upon request. Please notify Donald Edward who will be handling all AODA requests and the format in which you would like to receive it.

### Questions about This Posting:

This policy seeks to achieve service excellence to persons with disabilities. If anyone has a question about the posting, or its purpose, an explanation or reply will be provided by Donald Edward.

