



April 2017

Accessible Customer Service Plan Providing Goods and Services to People with Disabilities (AODA)

Lyndon Fish Hatcheries Inc. is committed to excellence in serving all customers including people with disabilities.

Accessibility

Our fishing pond is somewhat wheel chair accessible. Along the East side of the pond a gravel road is accessible for wheelchairs and walkers, allowing all customers the opportunity to fish at the pond. We do not have wheelchair accessible washroom facilities.

Communication

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

Service animals and support persons

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. 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

Lyndon Fish Hatcheries Inc. will provide training to employees who deal with the public. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

All Employees and Managers

This training will be provided to staff as the need arises.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Lyndon Fish Hatcheries Inc's plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Lyndon Fish Hatcheries Inc. goods and services. Staff will also be trained when changes are made to your accessible customer service plan.



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Feedback process

Customers who wish to provide feedback on the way Lyndon Fish Hatcheries Inc. provides goods and services to people with disabilities can do in person, by emailing us at pond@lyndonfishhatcheries.com or call us at 519-696-3076. All feedback, including complaints, will be directed to the company Human Resource representative to address. Where possible, we will respond to feedback within five (5) business days of the date that it is received.

Website Accessibility:

This website aims to conform to W3C Valid HTML 4.0

Accessibility features:

- All informational images contain an ALT tag and decorative images are either relegated to the CSS document or have a null ALT attribute. (Work In Progress)
- All pages have valid HTML.
- Links have been written to make sense out of context. Where this has proved impossible the title tag has been used to expand on their meaning. (Work In Progress)
- The website offers full functionality in all modern browsers on both PC and Mac.

To increase the text size:

- Chrome: Customize and control Google Chrome
- Internet Explorer: View > Text size > Largest
- Firefox: View > Text size > Increase
- Opera: File > Preferences > Fonts > Minimum font size (pixels)
- Alternatively, scroll with the wheel of your mouse whilst holding down the control key.

Notice of availability Lyndon Fish Hatcheries Inc. will notify the public that our policies are available upon request by posting them on our website.

Modifications to this or other policies Any policy of Lyndon Fish Hatcheries Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.