

KINKA FAMILY®

SERVING PEOPLE HAPPINESS

ACCESSIBILITY POLICY

Purpose

KINKA FAMILY is committed to providing an inclusive, accessible, and barrier-free environment for all guests, employees, and stakeholders. This policy outlines our dedication to accessibility, especially regarding feedback options, accessible formats, and customer service standards, to ensure that individuals with disabilities can fully engage with and provide feedback to our organization.

Scope

This policy applies to all KINKA FAMILY locations, employees, and stakeholders, as well as any third parties or service providers who interact with our organization.

Policy Statement

KINKA FAMILY strives to ensure equal access and participation for people with disabilities. We are committed to treating people with disabilities with dignity, independence, and respect. Our policies align with the Accessibility for Ontarians with Disabilities Act (AODA) and Ontario Human Rights Code, addressing the needs of individuals with disabilities by providing accessible customer service, feedback options, and alternative formats, upon request.

Feedback Options and Accessible Formats

Feedback Options

We welcome feedback from guests, employees, and stakeholders regarding accessibility and other concerns. Feedback can be provided in multiple accessible formats, ensuring that individuals with disabilities can communicate with us in the most convenient way for them.

Feedback can be submitted through:

1. **In-Person:** Feedback can be provided at any KINKA FAMILY location. Our staff is trained to assist guests with disabilities and will ensure that feedback is recorded accurately.
2. **Phone:** Feedback can be provided by calling **647-348-8788**.
3. **Email:** Feedback can be sent via **hr@kinkafamily.com**.
4. **Website:** Guests can submit feedback through our contact form at <https://www.kinkafamily.com/contact/>, where it states, “Accessible feedback and alternate formats are available upon request.”

5. **Social Media:** Feedback can be provided through our social media channels.

Accessible Formats and Communication Supports

Upon request, KINKA FAMILY will provide accessible formats, and communication supports for all information and feedback materials. We will consult with the individual to determine the most suitable format to meet their needs.

Available accessible formats and communication supports include:

- Large print
- Digital formats (e.g., PDF, Word documents)
- Recorded audio
- Plain language

Process for Requesting Accessible Formats and Communication Supports

1. **Request:** Individuals can request accessible formats, or communication supports via any feedback channel.
2. **Consultation:** We will consult with the individual to understand their specific needs and preferences to determine the best accommodation.
3. **Provision:** We aim to provide the requested format or support within five business days. If additional time is required, we will notify the individual and provide an estimated timeframe.

Acknowledgment and Response to Feedback

KINKA FAMILY will acknowledge all feedback from individuals with disabilities. If feedback includes a concern or suggestion for improvement, we will review it promptly and, where appropriate, implement changes to enhance accessibility. Feedback responses will be provided in accessible formats if requested.

Customer Service Standards

Training

KINKA FAMILY is committed to training all employees and volunteers in accessible customer service, the Ontario Human Rights Code, and other relevant accessibility standards. Training will include:

- The purpose and requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and Customer Service Standards.

- KINKA FAMILY’s policies regarding accessible customer service.
- How to interact and communicate with people with various disabilities.
- How to interact with individuals who use assistive devices, service animals, or support persons.
- Procedures for using equipment and devices available on-site to assist individuals with disabilities.

Assistive Devices

Guests with disabilities may use their personal assistive devices to access our goods, services, and facilities. Our staff is trained and familiar with various assistive devices and will ensure they are fully accommodated possible.

Service Animals and Support Persons

KINKA FAMILY welcomes people with disabilities who are accompanied by service animals and support persons. Service animals are permitted in all areas open to the public, except where prohibited by law (e.g., kitchen areas under the Health and Promotion Act). In such cases, we will provide an alternative means for guests to access our services. Support persons are also welcomed, and any fees will be waived for support persons if applicable.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to facilities or services commonly used by individuals with disabilities, KINKA FAMILY will provide timely notice, including:

- Reason for the disruption.
- Anticipated duration.
- Alternative facilities or services, if available.

Notice will be posted at the entrance and on our website to inform the public. Services or facilities that may be affected include restrooms and other critical access points.

Notice of Availability

Our accessibility policy, including feedback options and accessible formats, is publicly available on our website at <https://www.kinkafamily.com/contact/>, with the statement: “Accessible feedback and alternate formats are available upon request.”

Review and Update of Policy

KINKA FAMILY will review this policy annually or as needed to ensure it reflects current practices, legal requirements, and the needs of our guests and stakeholders. We are committed to continuous improvement in accessibility.

Contact Information

For questions about this policy or to request accessible formats or communication supports, please contact:

- **Phone:** 647-348-8788
- **Email:** hr@kinkafamily.com
- **Mail:** 294 College St, Toronto, ON M5T 1R9