



## Policies and Procedures

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### **MLCFC Policy: Accessibilities for Ontarians with Disabilities Act**

#### **AODA**

As enacted by the Ontario government, AODA has been put in place to ensure accessibility for Ontarians with disabilities in an attempt to make Ontario more accessible by 2025.

#### **Providing Goods and Services to People with Disabilities**

MLCFC is committed to serving all customers including persons with disabilities/challenges.

#### **Communication**

MLCFC will communicate with persons with disabilities/challenges in ways that take into consideration their disability/challenge and that preserves their independence and dignity.

#### **Service Animals**

MLCFC welcomes persons with disabilities/challenges and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

#### **Support Persons**

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

*MLCFC Policy Effective March 2012*