



## **Employee Handbook**

### **Policy # 10.1 CHAPTER 10**

#### **SUBJECT: Accessible Customer Service Policy**

Issue Date: March 6, 2023

Revision Date: NA

### **POLICY #10.1 ● ACCESSIBLE CUSTOMER SERVICE POLICY**

#### **~ Regional Policy ~**

*The content of the following Chapter represents the Corporate Culture and Philosophy of Venus Concept, but will require specific Regional review and input with regard to local legal statutes.*

Venus Concept is committed to providing goods and services to persons with disabilities in a way that is consistent with the principles of independence, dignity, integration, and equal opportunity. Our goal is to provide all clients, including those with disabilities, with the same opportunity to access and use Venus Concept's goods and services. If a barrier to accessing our goods and services cannot be removed, we will seek reasonable alternative ways to access the goods and services.

This Accessible Customer Service Policy applies to the delivery of all goods and services by Venus Concept. This policy applies to all Venus Concept's employees, as well as third parties who provide goods, services, or facilities on behalf of Venus Concept.

#### **1. PURPOSE**

The purpose of this Accessible Customer Service Policy is to establish a process by which Venus Concept can actualize its commitment to ensuring equal access and participation for people with disabilities.

#### **VENUS Canada**

##### **Main Office**

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## **2. COMMUNICATION**

Venus Concept will communicate with clients with disabilities in ways that take their disability into account.

## **3. ASSISTIVE DEVICES**

Persons with disabilities will be permitted to obtain or use goods or services through the use of their own assistive devices. If an assistive device may pose a risk to health and safety of the client or others on the premises, Venus Concept will accommodate the client by providing an alternative where reasonable and possible.

Venus Concept will ensure that employees are trained and familiar with various assistive devices that may be used by clients with disabilities when visiting our facilities.

## **4. SERVICE ANIMALS**

Venus Concept welcomes service animals that accompany people with disabilities. Service animals are free to access all areas of our premises that are open to the public except as otherwise disallowed by law. If a service animal is excluded from the premises by law, then Venus Concept will ensure that other measures are made available to enable the client with a disability to access or use the goods and services.

Venus Concept will ensure that all staff dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

## **5. SUPPORT PERSONS**

Support persons that accompany someone with a disability are permitted the same access to our facilities as the person they are accompanying. Any person with a disability who is accompanied by a support person will be allowed to enter Venus Concept's premises with their support person.

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In the event that a fee is charged in relation to a support person's presence on Venus Concept's premises, advance notice of the fee will be provided.

## **6. NOTICE OF TEMPORARY SERVICE DISRUPTION**

If any services to accommodate disabled clients are interrupted in a way that would limit them from gaining access to Venus Concept's facilities, goods or services, clients will be notified. Notice of the temporary interruption may be placed on Venus Concept's website (or other reasonable public facing location) and include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

## **7. TRAINING**

To create awareness and ensure compliance (including compliance with requirements in the province of Ontario), Venus Concept will provide customer accessibility training to all of its employees who work in Ontario and provide goods or services, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 support person.
- How to use personal assistive devices on premises to help with the provision of goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty accessing Venus Concept's goods and services.
- Venus Concept's policies, practices and procedures relating to accessible customer service.

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Training will be provided during orientation and on an ongoing basis when changes are made to these policies, practices, and procedures.

## 8. FEEDBACK

All documents relating to accessible customer service will be made available, upon request, in a format that takes into account the customer's disability needs.

Clients may provide feedback about the accessibility of our goods, services, and facilities by contacting Venus Concept's HR Department using one of the following methods:

Phone: 416-907-0115 ext. 158

Email: [accessibility@venusconcept.com](mailto:accessibility@venusconcept.com)

Mail: 235 Yorkland Blvd., #900, Toronto, ON M2J 4Y8

Venus Concept will respond to feedback requests within 2 business days.

## 9. DEFINITIONS

**"Accessibility"** means giving people of all abilities opportunities to participate fully in everyday life. It is used to describe how widely a service, product, device, or environment is available to as many people as possible. Accessibility can be seen as the ability to access and benefit from a system, service, product, or environment.

**"Barriers"** are obstacles that limit access and prevent people with disabilities from fully participating in society. Most barriers are not intentional. Barriers usually arise because the needs of people with disabilities are not considered from the beginning.

**"Disability"** Venus Concept adopts the definition for disability that is in the Ontario *Human Rights Code*.

**"Venus Concept"** refers to both Venus Concept Canada Corp. and Venus Concept USA Inc.

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#### 10. **ADMINISTRATION**

Human Resources is responsible for the administration of this policy. If clients or employees have any questions regarding this policy, they may contact Human Resources, [accessibility@venusconcept.com](mailto:accessibility@venusconcept.com) or 416-907-0115 ext. 158

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