

Accessibility for Ontarians with Disabilities Act Policy

Our Commitment:

In fulfilling our mission, *Bin There Dump That – GTA* 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 participants.

Support Person:

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

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.

Feedback Process:

The ultimate goal of *Bin There Dump That – GTA* 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 *Bin There Dump That – GTA* provides products, goods and services to people with disabilities can be made by email to Shannon Williamson at swilliamson@bintheredumpthat.com or by phoning 905-666-3510.

- All feedback will be directed to Shannon Williamson.
- Clients/customers will be responded to in 1-2 days.
- All information will remain confidential.

Accessible Customer Service Policy:

A copy of *Bin There Dump That – GTA* Accessibility Policy is available upon request. Please notify Shannon Williamson and specify the format in which you would like to receive it.

Questions about This Policy:

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