



Integrated Accessibility Standards Regulation (IASR)

LCBO Accessible Feedback Policy

Summary

The LCBO is committed to providing the best possible service to customers. This includes customers with disabilities. The LCBO's goal is to meet and surpass customer expectations while serving customers with disabilities.

The LCBO welcomes and appreciates comments on our services, particularly regarding how well customer expectations are being met.

Accessible Formats and Communication Supports

In conjunction with the above and as per the requirements set in regulations under the *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA"), upon request, the LCBO will make reasonable efforts to provide or arrange for, in a timely manner, the provision of accessible formats and communication supports in its feedback processes in order to ensure that these processes are accessible to persons with disabilities.

The LCBO will also discuss with the requesting person, the suitability of a proposed accessible format or communication support that will allow the person to provide his or her feedback.

For the purposes of this policy, "accessible formats" and "communications supports" are defined as follows:

- "accessible formats" may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities;
- "communication supports" may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Feedback can be made using the following methods:

Phone: helloLCBO/alloLCBO Contact Centre – 1-800-668-5226

Mail: Attention:LCBO Customer Service – Dept.878

1 Yonge St., 22nd Floor, Suite 2208
Toronto, ON M5E 1E5

Teletype: TTY number – 1-800-361-3291

Website/Chat: www.hellolcbo.com

E-mail: customerservice@lcbo.com

(enter the word **Accessibility** in the subject line)

Hours: Monday – Friday – 8:30 a.m. – 6:00 p.m.

Saturday – 9:00 a.m. – 6:00 p.m.

Generally speaking, customers can expect a response from the LCBO within five (5) business days, and the LCBO will make reasonable efforts to provide a response in the same format that the feedback was received.

Means of Achieving the LCBO's Accessibility Objectives

This policy, related policies and the LCBO Multi-Year Accessibility Plan outline the LCBO's strategies and actions to prevent and remove barriers to accessibility and to meet the requirements under the AODA and its Regulations.

Accessible Formats

All of the aforementioned documents are available in accessible formats upon request.