

## Accessibility Statement

Skyship Entertainment Company and its affiliates (collectively the “Company”) are committed to treating all people, including individuals with disabilities, in a manner that respects their dignity and independence. We believe in integration and equal opportunity. To this end, we are committed to meeting the needs of individuals with disabilities in a timely manner and will endeavour to identify and remove barriers to accessibility in all aspects of the Company’s operations. The Company is also committed to ensuring compliance with the accessibility requirements of the Accessibility for Ontarians with Disabilities Act, 2005 and its regulations (“AODA”) in its Ontario operations.

### **ACCESSIBLE CUSTOMER SERVICE POLICY**

The Company is committed to excellence in serving all customers and dealing with all third parties, including people with disabilities, in its Ontario operations to improve accessibility for individuals with disabilities. The Company is committed to meeting all current and ongoing obligations under the Ontario Human Rights Code, respecting non-discrimination and accommodation, and complying with accessibility standards under the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”).

The Company’s accessible customer service policies and practices, as set out in this Accessible Customer Service Policy (the “Policy”) and otherwise, are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

### **Communication**

We will communicate with people with disabilities in ways that consider their disability as appropriate in the circumstances. We will work with the person with a disability to determine what method of communication works for them.

### **Assistive devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure that the person with a disability can access our goods, services or facilities.

### **Service animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public, if applicable. We recognize that a service animal may be easily identified through visual indicators, such as when it wears a harness or a vest or helps the person perform certain tasks. When we cannot easily identify an animal as a service animal, our staff may ask a person to provide documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

If another law prohibits service animals, we will explain why the animal is excluded and discuss with the individual another way of accessing goods, services or facilities, if and as appropriate.

### **Support persons**

A person with a disability who uses a support person will be allowed to have that person accompany them on our premises. No fees will be charged for the attendance of the support person. To the extent applicable, having regard to individual circumstances, the Company may require a person with a disability to be accompanied by a support person at our facilities to ensure health and safety. In such cases, the Company will consult with the individual to consider whether there are health and safety issues and how to best deal with the situation.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers or third parties with disabilities, if any, the Company will notify customers and third parties promptly. A clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

### **Training**

The Company will ensure accessible customer service training is provided as required by AODA to:

- employees and volunteers;
- those involved in developing our policies; and
- anyone who provides goods, services or facilities to customers on our behalf.

New staff will be trained on accessible customer service as soon as practicable after being hired.

The Company's training will include the following:

- a description of the purpose of AODA;
- the requirements of the customer service standard;
- the Company's policies related to 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 a support person; and
- what to do if a person with a disability is having difficulty accessing the Company's goods, services or facilities.

Updated staff training will be provided if material changes are made to this Policy.

### **Feedback process**

The Company welcomes feedback on how we provide accessible customer service. Feedback will help us identify barriers and respond to concerns. Those who wish to provide feedback on the way the Company provides goods, services or facilities to people with disabilities can do so by contacting the Company at:

- via email at [accessibility@skyship.tv](mailto:accessibility@skyship.tv) or [www.skyship.tv/contact/all-other-inquiries/](http://www.skyship.tv/contact/all-other-inquiries/)
- by phone: 437-997-0551

or

- write to us at PO Box 40021, Liberty Village Post Office, Toronto, ON M5V 0K7

Any feedback requiring a response will be responded to by the Company as soon as practicable in the circumstances. The Company will ensure our feedback process is accessible to people with disabilities by providing or arranging accessible formats and communication supports upon request.

**Notice of availability of documents**

The Company will notify the public of this Policy by posting it on our website. Documents related to accessible customer service, including this Policy, will be provided in accessible formats or with communication support upon request. We will consult with the person requesting to determine the suitability of the specific format or communication support. We will provide the accessible format in a timely manner and at no additional cost.