

## **Accessibility of ontarians with disabilities act (AODA)**

### **Customer service policy 2023**

#### **To be updated every five years**

It is the objective of dolcetto and all its employees to ensure equal access and participation for people with disabilities. We are committed to treating those with disabilities in a way that allows them to maintain their dignity and independence. We believe in meeting the needs of people with disabilities in any way and in a timely manner. We are happy to provide a copy of our policy upon request and welcome feedback from all customers, including feedback about the delivery of our services to persons with disabilities.