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HR Policy: Corporate Accessible Customer Service - Accessibility for Ontarians with Disabilities Act (AODA)



Date: Revised July 10, 2013

Original Policy: November 2011

1. Purpose

To offer service excellence in fulfilling Gay Lea's obligations to the Accessibility Standards for Customer Service; Ontario Regulation 429/07 (the Standard). This policy and its supporting procedures and practices have been developed to comply with the Standard.

2. Responsibility

Human Resources is responsible for implementing this policy. Managers, supervisors and all Gay Lea employees involved with the process are responsible for following the procedures and practices presented in this policy.

This policy and its supporting procedures and practices apply to employees, volunteers, third parties and others who provide goods and services on behalf of Gay Lea Foods; or who are involved in developing policies, procedures and practices that deal with providing goods and services to customers and other members of the public on behalf of Gay Lea Foods.

3. Policy

Legislative background information

The Accessibility for Ontarians with Disabilities Act (AODA) is a provincial act with the purpose of developing, implementing and enforcing standards for accessibility in the areas of customer service, employment, information and communication, transportation and the built environment. The goal of these standards is to identify, prevent and remove barriers to accessibility and to improve access and opportunities for persons with disabilities.

The Accessibility Standards for Customer Service, Ontario Regulation 429/07 was enacted under the AODA and establishes accessibility standards for customer service. It applies to organizations that provide goods or services to the public or other third parties and that have at least one employee in Ontario. Gay Lea Foods was expected to comply with this regulation by January 1, 2012.

HR Policy: Corporate Accessible Customer Service - Accessibility for Ontarians with Disabilities Act (AODA) (cont'd)



Definitions

As the following definition demonstrates, the AODA acknowledges a broad range of disabilities.

“Disability” means any of the following:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or,
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

“Guide dog” means a guide dog as defined in section 1 of the Blind Persons’ Rights Act – a dog trained as a guide for a person who is blind and having qualifications prescribed by the regulations under the Blind Persons’ Rights Act.

“Service animal”, means any animal used by a person with a disability for reasons relating to their disability. It may be readily apparent that the animal is used by the person for reasons relating to his or her disability; or, the person may provide a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability; or, the person may provide a valid identification card or a certificate of training from a recognized guide dog or service animal training school.

“Support person” means a person who accompanies a person with a disability for the purpose of assisting them with communication, mobility, personal care, medical needs or with access to goods or services.

Corporate Accessible Customer Service Policy

Gay Lea Food's objective is to fulfill its obligations under the Standard and to provide inclusive and accessible services to all persons that we serve.

HR Policy: Corporate Accessible Customer Service - Accessibility for Ontarians with Disabilities Act (AODA) (cont'd)



Guiding Principles of Accessible Customer Service

Occasionally persons with disabilities may require assistance or accommodation in the way goods and services are provided to them. In accordance with the principles of the Standard, Gay Lea Foods will make reasonable efforts to provide equality of opportunities to persons with disabilities and will strive to provide its goods and services in a manner that demonstrates respect for dignity and independence, and is integrated with others.

Providing Customer Service to Persons with Disabilities: Training

Gay Lea Foods is committed to service excellence and as part of this commitment, employees and others to whom this policy applies will fulfill the training requirements of the Standard including how to communicate and interact appropriately with persons with various disabilities.

i. Training Content

Employees and others who provide goods and services to customers and other members of the public, and individuals involved in developing policies, procedures and practices that deal with the provision of goods and services to the public will be trained on the following topics:

- the purpose of the AODA;
- the requirements of the Accessibility Standards for Customer Service;
- how to interact and communicate with persons with various types of disabilities;
- how to interact with persons with disabilities who use assistive devices or who require the assistance of a service animal or support person;
- information about the assistive devices made available by Gay Lea Foods that may help persons with disabilities access its goods and services;
- what to do if an individual with a disability is having difficulty accessing goods and services; and,
- instructions on Gay Lea Foods policies, procedures and practices pertaining to the provision of goods and services to persons with disabilities.

ii. Timeline for Training

Training will occur as soon as practicable after staff and others have assumed the applicable duties. Training will be on-going as changes are made to customer service policies, procedures and practices.

iii. Training Records

Records of training will be kept that include the date on which training occurred and the number of persons trained. The names of individuals trained will be recorded for training administrative purposes and subject to the Freedom of Information and Protection of Privacy Act (FIPPA).

HR Policy: Corporate Accessible Customer Service - Accessibility for Ontarians with Disabilities Act (AODA) (cont'd)



Use of Service Animals by Persons with Disabilities

Some persons with disabilities require the assistance of a service animal to help them access goods and services. A person with a disability may be accompanied by a service animal in areas of Gay Lea Foods premises that are open to customers and other members of the public unless the animal is excluded by another law. If a service animal is excluded by law, employees and third party providers of Gay Lea Foods will discuss other options of receiving goods and services with the customer.

Use of Support Persons by Persons with Disabilities

Support persons assist persons with disabilities in a variety of ways, such as assistance with way-finding, communication, accessing services and other assistance. Persons with disabilities are permitted to enter Gay Lea Foods premises with their support person and have access to them while on our premises. If a fee is charged for an event, the fee charged to a support person will be posted in advance.

Notices of Temporary Disruptions

Persons with disabilities may rely on certain services or facilities to help them access goods and services. If there is a temporary disruption in these services or facilities, notice will be provided. Notice of disruptions will include the reason for the disruption, the expected length of the disruption and other means of accessing goods and services, if they exist.

Feedback and Complaints

Gay Lea Foods continuously strives to improve and achieve service excellence. Open dialogue between employees, and between employees and customers is an important component in achieving these goals and in recognizing efforts. Feedback about the manner in which goods and services are provided to persons with disabilities helps us to improve service delivery. Feedback and complaints may be provided in person, in writing, by telephone, electronically, or by other reasonable means.

Agents and Others who Provide Goods and Services on Behalf of Gay Lea Foods

Agents and others acting on behalf of Gay Lea Foods will adhere to the Accessible Customer Service Policy, Procedures and Practices when dealing with the public or when involved in developing or modifying Gay Lea Foods policies, procedures and practices pertaining to the provision of goods and services to the public.

Availability of Accessible Customer Service Documents

This policy and its supporting procedures and practices are available to the public upon request. These documents will be provided to persons with disabilities in a format that takes their disability into consideration. Information about this policy will be made available on Gay Lea Foods Co-operative Ltd. website at www.gaylea.com

HR Policy: Corporate Accessible Customer Service - Accessibility for Ontarians with Disabilities Act (AODA) (cont'd)



Modifications to this Policy

With regard to our commitment to service excellence to all persons that we service, no modifications will be made to this policy and its supporting procedures and practices without consideration for the effect on persons with disabilities and consistency with legislation.

Questions about this Policy

Questions about this policy can be directed to Human Resources at:

Mail:	Gay Lea Foods Co-operative Ltd Accessibility, Human Resources Gay Lea Foods Co-operative Ltd. 5200 Orbitor Drive Mississauga ON L4W 5B4
Phone:	Customer Service 905-283-5238; 1-800-268-0508
Fax:	Customer Service 905-283-5353
Website:	www.gaylea.com

4. Enforcement

It is expected that managers and supervisors will ensure that their respective employees and others to whom this policy applies are abiding by this policy and its supporting procedures and practices.

5. Procedures and Practices for Providing Goods and Services to Persons with Disabilities

Preamble: Gay Lea Foods Co-operative's Commitment

HR Policy: Corporate Accessible Customer Service - Accessibility for Ontarians with Disabilities Act (AODA) (cont'd)



Gay Lea Foods is committed to quality and inclusiveness in the goods and services that we provide. Occasionally persons with disabilities encounter barriers when attempting to access goods and services. For this reason Gay Lea Foods is committed to offering reasonable assistance to persons with disabilities so that they may access the goods and services that are available to others.

Customer Service Settings and Service Channels

Gay Lea Foods employees and others acting on behalf of Gay Lea Foods interact with customers in a variety of different settings such as Gay Lea Foods corporate offices and production facilities, farm and dairy shows, the Gay Lea Dairy Heritage Museum, retail settings, the community (such as schools and other settings), and meetings. Interaction with customers and other members of the public also occur through several service channels such as by telephone, email, fax, in person, in writing, on the website and through other means.

The following procedures apply when interacting with customers in various service settings and service channels.

Determining Reasonable Assistance

When determining a reasonable form of assistance or accommodation, employees and others will address the matter with the customer and consider the effect of the accommodation on health and safety, the guiding principles of the Standard, the ability of others to access goods and services in their intended manner and the costs of the accommodation.

Following the Guiding Principles of the Accessibility Standards for Customer Service

Under the Ontario Human Rights Code and the Standard, providers of goods and services must make reasonable efforts to adhere to the following principles: demonstrate respect for the dignity and independence of persons with disabilities; provide goods and services in an inclusive manner; and, equality of opportunity.

Putting the Guiding Principles into Practice

Employees will make reasonable efforts to adhere to the following practices:

- Providing services in an inclusive manner by making reasonable efforts to provide the same services to customers with disabilities at the same place and time as others unless another method is required due to the nature of the customer's disability. For example, customers who are hard of hearing may prefer to discuss services in a quiet area away from others.
- Offering the same goods and services to customers with disabilities as those that are offered to others.

HR Policy: Corporate Accessible Customer Service - Accessibility for Ontarians with Disabilities Act (AODA) (cont'd)



- Treating all customers with dignity and demonstrating that they are valued and deserving of high quality and timely service.
- Offering assistance to customers with disabilities, and, if the offer is refused, employees will respect the person's independence and not leave them feeling as though they are incapable and need help.

Communicating with Customers with Disabilities

Good communication is an important component of quality customer service. When interacting with customers with disabilities, employees and others acting on behalf of Gay Lea Foods will take the person's disability into consideration and follow good communication practices. For example, when interacting with someone who has a speech disability, employees will be trained not to rush or interrupt the person and will attempt to ask questions that can be answered with a "yes" or "no" response.

Staff will also be trained on appropriate communication options for persons with various disabilities, such as the use of telephone relay when communicating with persons who are deaf or who have a speech disability (if the person has a TTY machine).

Using Appropriate Wording in Customer Communication, Information and Promotional Materials

Customer information, communication with customers, promotional materials, media releases and other written materials will follow appropriate use of wording usage regarding persons with disabilities and will consider the use of clear print guidelines which includes, but is not limited to, the use of clear fonts and good colour contrast between the text and its background.

Good practices for communication and service include:

- Putting the person first in service and in communication. For example, it is proper to say *person with a disability* instead of disabled person or disabled.
- Using the term *disability* instead of challenged or handicapped.

For additional information, see the *Appropriate Wording List* in the appendix.

Assisting Customers with Disabilities

Wherever possible, employees should offer assistance to customers upon noticing or otherwise becoming aware that the customer has a disability and might benefit from assistance. If the offer of assistance is refused, employees will respect the customer's need for independence and let them know that they will be pleased to assist them if necessary.

Providing Simple Forms of Assistance

HR Policy: Corporate Accessible Customer Service - Accessibility for Ontarians with Disabilities Act (AODA) (cont'd)



Usually customers with disabilities require simple forms of assistance to access goods and services, such as reading small print to someone with a visual disability, reaching an item for someone of short stature, or bringing an item to someone who cannot access an area with their wheelchair.

Booking Assistance In Advance

In rare situations a customer with a disability may require a form of assistance that requires approval from a superior or prior arrangement. For example, some customers who are blind may request product information or recipes in Braille; or, someone who is deaf may require a sign language interpreter for a meeting. These forms of accommodation typically take additional time and must be booked in advance. Timelines for providing the accommodation will depend on the type of accommodation requested.

An *AODA Accommodation Request Form* must be completed for these requests. These accommodation requests must be forwarded to Human Resources for approval and, upon approval, to ensure the request is fulfilled.

Document Formats for Gay Lea Foods Customer Invoices and Information

Gay Lea Foods will make reasonable efforts to provide invoices and other customer service information in an accessible manner for persons with disabilities if requested.

Suitable accessible formats will be decided upon in consultation with the customer. For example, some individuals may require information in large print or audio format, or sent to them electronically while others may require information to be read or explained to them.

Agents and Others Acting on Behalf of Gay Lea Foods

Agents and others acting on behalf of Gay Lea Foods will inform Gay Lea Foods of requests for information in alternative formats as soon as possible. For example, Food Samples will record customer requests for accessible information along with the customer's contact information and provide this to Gay Lea Foods so that requests can be addressed in a timely manner.

Informing Customers of the Progress of their Accommodation Request

Customers will be informed of the process of their accommodation request in a timely manner.

Use of Assistive Devices by Persons with Disabilities

Some persons with disabilities require the use of assistive devices to help them with mobility or to access goods and services. Persons with disabilities are welcomed to use their assistive devices when accessing Gay Lea Foods goods and services. Examples of common assistive devices include: wheelchairs, scooters, walkers, canes, recording devices (typically used during meetings or lectures).

HR Policy: Corporate Accessible Customer Service - Accessibility for Ontarians with Disabilities Act (AODA) (cont'd)



Employees will be trained on the use of assistive devices made available by Gay Lea Foods and will inform customers with disabilities of the devices that are available.

Restrictions in the Use of Assistive Devices

For the safety of everyone assistive devices must be operated in a controlled manner at all times.

Due to health and safety reasons, some assistive devices will not be permitted in certain areas. The safety of all persons and property must be considered when determining restrictions in the use of assistive devices. For example, if employees notice that a customer using an assistive device wishes to access a small area, such as the Heritage Museum, they should offer assistance as soon as possible. If the customer refuses the offer for assistance, employees should diplomatically explain their concern for the safety of the customer and others, and for the safety of property. Employees should then ask the customer if they can bring items to the customer or show items in another way, if possible.

Confidentiality and the Use of Recording Devices

All individuals will respect the confidential nature of meetings and discussions when using recording devices. Individuals who require the use of assistive recording devices may be asked to sign a confidentiality agreement.

Restrictions in Providing Physical Assistance

For the health and safety of all persons, employees are not able to provide physical assistance to persons with disabilities, such as assistance transferring on or off assistive devices. Persons with disabilities must be able to transfer on and off of their assistive devices independently or with the assistance of their support person. Exceptions exist for emergency situations.

Privacy and Discretion Regarding Customer Information

Customer requests for accommodation or information about the nature of their disability will be handled with discretion and held in confidence. Employees will be informed of accommodation requests on a need-to-know basis only.

6. Procedures and practices for the use of service animals by persons with disabilities

Application

These procedures and practices apply on premises owned or operated by Gay Lea Foods.

Preamble: Assistance Provided by Service Animals

HR Policy: Corporate Accessible Customer Service - Accessibility for Ontarians with Disabilities Act (AODA) (cont'd)



Some persons with disabilities require the assistance of service animals. Service animals may be any animal that assists a person with a disability. They provide a wide range of assistance, such as guiding a person who is blind, alerting a person who is deaf to certain sounds, emotionally supporting someone with a mental health disability, alerting someone to oncoming seizures, assisting someone in opening doors, retrieving items and so on.

Service Animal Identification

Some service animals wear a harness or vest as identification while others may be identified by observing the assistance they provide to their handler, such as opening doors or retrieving items.

If it is not obvious that an animal is a service animal, employees may ask the customer for proof. Proof includes:

- a letter from a physician or nurse stating the person requires the animal for reasons related to a disability; or
- an identification card or a training certificate that identifies the animal as a service animal or the person as a handler of a service animal. Some examples of acceptable identification include a training certificate or identification card from the Lions Foundation of Canada or an identification card from the Canadian National Institute for the Blind (CNIB).

Employees will be trained on the use of discretion when asking for service animal identification.

Allowing Service Animals on to Gay Lea Foods Premises

Persons with disabilities may be accompanied by their service animal on premises owned or operated by Gay Lea Foods and may be accompanied by them in areas open to customers and other members of the public. At no time will a person with a disability be denied access to their service animal while on Gay Lea premises.

Fear and Allergic Reactions to Service Animals

Allergic reactions and fear are not grounds for prohibiting service animals from the premises. If employees or others are allergic to, or afraid of, service animals, managers, supervisors and Human Resources will work with both parties to attempt to find a satisfactory outcome. For example, employees will try to create distance between both parties by serving them in different areas or at different times, and if necessary, attempts will be made to find another employee to assist the customer with the service animal. Efforts will be made to find a solution that is respectful of each party's concerns and one that results in an environment that is accessible and safe.

Areas Off Limits to Service Animals

HR Policy: Corporate Accessible Customer Service - Accessibility for Ontarians with Disabilities Act (AODA) (cont'd)



i. Food Areas

Ontario Regulation 562 under the Health Promotion Protection Act states that animals are not permitted in food areas. Exceptions are made for service dogs. Service dogs are allowed in areas where food is served, sold or offered for sale, such as in restaurants or grocery stores.

However, service dogs and other service animals are not permitted in areas where food is manufactured, prepared, or processed, such as kitchens and the areas of food production facilities where these activities occur.

ii. Municipal By-Laws

Some municipalities restrict the types or breeds of animals that are allowed within their jurisdictions. For example, the City of Mississauga restricts most non-domestic animals. Prior to visiting the City, persons with service animals should refer to *The Corporation of the City of Mississauga Animal Care and Control By-Law 98-04* found at <http://www.mississauga.ca/file/COM/animalfinal.pdf>.

Prior to visiting a municipality, persons who require that assistance of a service animal should check with the clerk's department of the town or city they are visiting to make certain their service animal is permitted within its jurisdiction. If the animal is not permitted, they are advised to arrange for another form of assistance, such as a support person, if necessary.

iii. Other Areas Off-Limits to Service Animals

For health and safety reasons Gay Lea Foods may identify other areas off limits to service animals.

Offering Reasonable Accommodation when Service Animals are Restricted

If a service animal is restricted from an area of Gay Lea Foods premises, employees will discuss alternative and reasonable forms of accommodating the customer, such as meeting in another area where the service animal is permitted or bringing items to the customer.

Employee Behaviour when Service Animals are Present

Employees will be trained on appropriate behaviour around service animals. For example, employees will be trained that they must not pat, offer food to, or in any way distract a service animal since they are working animals and any distraction may result in harm to their handler.

Responsibilities of Persons with Service Animals

Persons with service animals must adhere to the following guidelines:

- keeping the animal in control at all times

HR Policy: Corporate Accessible Customer Service - Accessibility for Ontarians with Disabilities Act (AODA) (cont'd)



- not leaving the service animals unattended
- ensuring the service animal is not a threat to the health and safety of any person, animal or food product
- ensuring the service animal is well behaved and does not display aggressive or threatening behaviour
- picking up after the service animal, if possible

At no time is it the responsibility of Gay Lea Foods employees or others acting on their behalf to handle or care for service animals.

7. Procedures and Practices for the Use of Support Persons by Persons with Disabilities

These procedures and practices apply on premises owned or operated by Gay Lea Foods.

Preamble: The Use of Support Persons by Persons with Disabilities

Support persons may be a family member, friend or a trained caregiver; the assistance they provide can range from help with communication, mobility, way-finding, medical care, personal care, and accessing goods and services.

Welcoming Support Persons on Gay Lea Foods Premises

Persons with disabilities may enter Gay Lea Foods premises with their support person and be accompanied by them in areas where customers and other members of the public are permitted. Persons with disabilities will not be prevented from having access to their support persons.

Health and Safety and the Requirement for Support Persons

Gay Lea Foods may insist that a person with a disability be accompanied by a support person if the health and safety of anyone on the premises is at risk. In these rare situations, the decision to insist that someone be accompanied by a support person will be based on health and safety reasons and will be determined by managers, supervisors and Human Resources. The need for a support person will be based on the specific situation. For example, if while visiting the Gay Lea Dairy Heritage Museum, someone has difficulty controlling their scooter and risks injury to themselves or others, the Museum co-ordinator may insist that they be accompanied by a support person who can assist them in a safe manner.

If a support person is not available, employees will work with the customer to determine another means of accessing services, such as providing information by email or telephone, or suggesting that the person reschedule for a time when appropriate arrangements can be made.

HR Policy: Corporate Accessible Customer Service - Accessibility for Ontarians with Disabilities Act (AODA) (cont'd)



Gay Lea Foods employees or others acting on behalf of Gay Lea Foods will approach these discussions with sensitivity and discretion.

Fees for Support Persons

If fees are charged in relation to a Gay Lea Foods event or for admission to its premises, such as the Heritage Museum, support persons who are present for the purpose of assisting a person with a disability will not be charged a fee. However, regular fees will be charged when taking part in an event or activity for their own purposes.

Notice of Fees for Support Persons

Notice of the fees, if any, charged to support persons who are accompanying a person with a disability, will be provided in advance.

Dealing with Confidential Matters

In the event that confidential matters are to be discussed support persons may be asked to wait in a nearby area away from the discussion if this does not result in concern for the health or safety of the person with the disability or others. If it is decided that the support person will be present during discussions they may be required to sign a statement of confidentiality.

8. Procedures and Practices for Providing Notice of Temporary Service or Facility Disruptions

Application

These procedures and practices apply when there is a temporary disruption in the services or facilities provided by Gay Lea Foods that are used by persons with disabilities to access Gay Lea Foods goods and services.

Preamble: Procedures and Practices for Providing Notice of Disruptions

Persons with disabilities may go to considerable effort to access Gay Lea Foods offices, and goods and services and they may rely on certain services or facilities, provided by Gay Lea Foods, to access them. If these services or facilities are temporarily unavailable notice will be provided. For example, if a ramp is unavailable due to renovations notice will be provided along with a description of an alternative accessible route, if it exists.

Content of Notices

Notices will include the following information:

HR Policy: Corporate Accessible Customer Service - Accessibility for Ontarians with Disabilities Act (AODA) (cont'd)



- the reasons for the disruption;
- the expected length of the disruption; and,
- a description of other means of accessing goods and services, if they exist.

Format and Placement of Notices

Notices will be provided in a conspicuous place and in a format and location that is reasonable under the circumstances and that takes into consideration the types of disabilities of individuals who use the service or facility. In some situations notices may be placed on the website, by telephone recordings, by signage, or by other means considered reasonable.

Employees will refer to the *Clear Print Guidelines* (see link below from CNIB) when providing written notices and will use a clear font, with large print and a high level of colour contrast between the text and its background.

<http://www.cnib.ca/en/services/resources/Clearprint/Documents/CNIB%20Clear%20Print%20Guide.pdf>

The following provide examples of reasonable notices:

1. If a ramp is unavailable, notice will be placed near the entrance to the ramp and at a height that is noticeable to persons using wheelchairs and walkers. The notice will include directions to alternative accessible routes.
2. In some situations persons with disabilities may be contacted directly when a service is unavailable. For example, if the ramp is unavailable and someone who is known to use a wheelchair is expected to attend a meeting, employees will contact the person directly to discuss alternative arrangements.
3. Upon noticing a person who is blind and where reasonably possible, verbal notice will be given to them along with directions on alternative means of accessing goods and services, if they exist.

Employee, Management and Human Resources Responsibilities

When becoming aware of a temporary service or facility disruption, employees will notify Human Resources, who will work with managers and supervisors to facilitate the notification process.

Managers, Supervisors and Human Resources Responsibilities

- Determining which services and facilities are used by persons with disabilities to access goods and services
 - Determining alternative means of accessing goods and services during a disruption
 - Determining the appropriate amount of notice for planned disruptions
 - Providing notice as soon as reasonably possible for unexpected disruptions
-

HR Policy: Corporate Accessible Customer Service - Accessibility for Ontarians with Disabilities Act (AODA) (cont'd)



- Determining the appropriate format and placement of notices with consideration given to the types of disabilities persons may have, who use the service and facilities

Timelines for Providing Notice

Notice for unexpected disruptions will be provided as soon as reasonably possible.

When determining the amount of notice to provide for planned disruptions reasonable efforts will be made to consider the amount of time required by persons with disabilities to make alternative arrangements. For example, due to certain disruptions, some individuals may require additional time to arrange for a support person or to book transportation services for an alternative meeting date or location.

9. Procedures and Practices for Feedback and Complaints

Application and Purpose

Gay Lea Foods values open dialogue and appreciates the importance of customer feedback and its contribution to continual service improvements, accountability, recognition and personal growth.

This feedback and complaints process is intended to address feedback about the manner in which Gay Lea Foods provides goods and services to persons with disabilities. Feedback can assist in the identification and removal of barriers and help us to fulfill our commitment to providing accessible and inclusive services.

How to Give Feedback

An inclusive feedback process permits feedback to be given through several methods to ensure accessibility. With this in mind, feedback may be given in person, by telephone, fax, email, through the website, in writing and through other reasonable means.

Feedback about the manner in which Gay Lea Foods provides goods and services to persons with disabilities may be directed to the following:

Mail: Gay Lea Foods Co-operative Ltd
Accessibility, Human Resources
Gay Lea Foods Co-operative Ltd.
5200 Orbitor Drive

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Mississauga ON L4W 5B4

Phone:

Customer Service

905-283-5238; 1-800-268-0508

Fax:

Customer Service

905-283-5353

Website:

www.gaylea.com

Information about the feedback process may be provided by employees and is also found on the website at www.gaylea.com.

Formats for Responding to Feedback and Complaints

Responses to feedback will be given in a format that is reasonable and accessible to the customer. For example, responses may be provided by telephone, telephone relay, in writing, in large print, electronically or through other reasonable methods.

The appropriate format will be determined in consultation with the customer.

10. Complaints Process

Complaints Received In Person and/or Verbally

Employees and others working on behalf of Gay Lea Foods will work with the customer to resolve complaints immediately. If a satisfactory resolution cannot be found, the customer will be informed that they may take their complaint to the customer service representative who is designated to handle complaints.

Customer service representatives in the community including employees at food shows, at the Gay Lea Foods Dairy Heritage Museum, grocery store food Samplers, and others will inform customers of the option of contacting the customer service representative designated to handle complaints by telephone, email, fax, regular mail, or through the website.

Customer Service Representative Responsible for Complaints

Complaints that cannot be resolved in the first step will be directed to the customer service representative point person who will work with the customer to find a resolution.

HR Policy: Corporate Accessible Customer Service - Accessibility for Ontarians with Disabilities Act (AODA) (cont'd)



If the complaint cannot be resolved here or if it requires further investigation the complaint will be forwarded to Human Resources.

Human Resources

Complaints that cannot be resolved in Step B will be forwarded to Human Resources with all relevant information. Customers will be told when they should expect to be contacted about the progress of their complaint.

Feedback or Complaints Received through Messages or Mail

Feedback received through telephone messages, email or regular mail will be responded to in a timely manner at which point customers will be given a timeline indicating approximately when they should expect to receive information about their feedback or about the complaint resolution.

Recording Relevant Information at Each Step

Employees will record relevant information at each step of the feedback and complaints process including:

- The customer's name and contact information (if they wish to be named and contacted)
- The name and contact information of the employee(s) or other parties involved in the situation
- The relevant department
- Details about the situation including the date and location
- Actions taken to attempt to resolve the matter
- Suitable response formats (Required if customers wish to be contacted and to be determined in consultation with the customer). For example, large print, email, Bell Relay, etc.

Keeping Records of Feedback and Complaints

All feedback and complaints will be recorded and directed to the Human Resources Department where they will be reviewed for possible service improvements.

Confidentiality

Information pertaining to specific feedback or complaints and persons named in the feedback or complaints will be held in confidence and shared on a need-to-know basis only, and for the purpose of a resolution or other appropriate actions.

Third Parties and Others Providing Services on Behalf of Gay Lea Foods

All persons and organizations that provide goods and services on behalf of Gay Lea Foods will provide all feedback and complaints information to Gay Lea Foods.

HR Policy: Corporate Accessible Customer Service - Accessibility for Ontarians with Disabilities Act (AODA) (cont'd)



Appendix: Appropriate Wording List

When referring to a person with a disability, refer to the person first. The individual should be the focus of your communication, not their disability.

Do Not Use	Use
Handicapped, invalid, cripple, the disabled	Person with a disability or who has a disability, people with disabilities
The aged	Seniors
Blind person, the blind	Person who is blind or visually impaired
The deaf person	Person who is deaf
Confined to a wheelchair, wheelchair bound	Person who uses a wheelchair
Dumb, mute	Person who is unable to speak, uses synthetic speech or who has a communication disorder
Epileptic, suffers from fits	Person who has epilepsy or a seizure disorder
Learning disabled, the dyslexics	Person who has a learning disability Person who has dyslexia
Mentally retarded, feeble minded, slow	Person who has an intellectual disability People with learning disabilities
Mentally ill, psycho, crazy, neurotic, psychotic	Person who has a mental disability Person who has depression; person with schizophrenia

HR Policy: Corporate Accessible Customer Service - Accessibility for Ontarians with Disabilities Act (AODA) (cont'd)



Midget, dwarf	Person of short stature, Person who has a form of dwarfism
Mongoloid, mongolism	Person with Down's Syndrome; person with an intellectual or developmental disability
Normal	Person who does not have a disability
Physically challenged	Person with a physical disability
Spastic	Person who has muscle spasms
Visually impaired	Person with a visual impairment

Taken in part from the Accessibility Directorate of Ontario, of the Ministry of Community and Social Services. Queens Printer for Ontario, 2005

HR Policy: Corporate Accessible Customer Service - Accessibility for Ontarians with Disabilities Act (AODA) (cont'd)



Sample AODA Customer Service Accommodation Request Form

The AODA Customer Service Accommodation Request Form should be completed for accommodation requests for people with disabilities and where the accommodation cannot be readily provided, requires advanced booking, requires approval, or where the appropriate accommodation is uncertain.

Date: _____

Customer Information

Name:			
Address:			
Phone:		Email:	
Other contact:			
Type of accommodation requested:			
Date accommodation is required:			
Service accommodation is requested for:	<i>If you require the accommodation for a specific service please provide details.</i>		
Name of the service:			

HR Policy: Corporate Accessible Customer Service - Accessibility for Ontarians with Disabilities Act (AODA) (cont'd)



Location of the service or event:			
Customer signature:			
Employee information	<i>This Accessibility Accommodation Form was completed by:</i>		
Employee name:			
Phone:		Email:	

Confidentiality Statement

The information provided here will help us to support you in accessing Gay Lea Foods Co-operative Ltd. and is subject to the confidentiality restrictions of the Personal Information Protection and Electronic Documents Act (PIPEDA).

HR Policy: Corporate Accessible Customer Service - Accessibility for Ontarians with Disabilities Act (AODA) (cont'd)



Sample Feedback Form

Date: (dd/mm/yyyy) _____

Time: _____

Name: _____

Briefly explain the reasons for your feedback

Were you able to receive the service, information or event you wanted?

Yes

No

If you answered "No", please explain why?

If you experienced difficulty due to an accessibility barrier, please explain.

HR Policy: Corporate Accessible Customer Service - Accessibility for Ontarians with Disabilities Act (AODA) (cont'd)



If you wish to be contacted by an employee, please provide your contact information.

Name: _____

Phone: _____

Email: _____

Address: _____

Thank you

The information provided here will help us to support you in accessing Gay Lea Foods Co-operative Ltd. goods and services and is subject to the confidentiality restrictions of the Personal Information Protection and Electronic Documents Act (PIPEDA).

HR Policy: Corporate Accessible Customer Service - Accessibility for Ontarians with Disabilities Act (AODA) (cont'd)



Sample Notice of Disruption

We're Sorry

Date: June 10, 2013

Dear Visitors,

The ramp cannot be used due to construction.

We expect the construction to be completed and the ramp to be available for use by July 28, 2013.

Please follow the path along the side of the building to the other accessible entrance.

We apologize for the inconvenience. If you have any questions please contact us at:

Mail: Gay Lea Foods Co-operative Ltd
Accessibility, Human Resources
Gay Lea Foods Co-operative Ltd.
5200 Orbitor Drive
Mississauga ON L4W 5B4

Phone: Customer Service
905-283-5238; 1-800-268-0508

Fax: Customer Service
905-283-5353

Website: www.gaylea.com

Thank you
