

# HR Policy: Accessible Customer Service

---



**Date: March 2017**

## **1. Purpose**

To offer service excellence in fulfilling Gay Lea Foods Co-operative Limited's responsibilities in serving all customers including people with disabilities.

## **2. Responsibility**

Human Resources is responsible for implementing this policy. All Gay Lea Foods personnel including agents and others who provide goods and services on behalf of the co-operative are responsible for following the guidelines presented in this policy.

## **3. Guiding Principles**

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

## **4. Providing Customer Service to Persons with Disabilities**

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

### **Communication**

We will communicate with persons with disabilities in ways that take into account their disability.

### **Assistive Devices**

We will ensure that staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

### **Service Animals**

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.

---

---

# HR Policy: Accessible Customer Service

---



## Support Persons

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.

## Notice of Temporary Disruption

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.

## Training for Gay Lea Foods Employees

All Gay Lea Foods employees 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.

## 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.

---