



8.3.7 Accessible Customer Service Policy

Revision # 3

Revision Date: December 18, 2013

Scope/Purpose:

To ensure Oakrun Farm Bakery uses reasonable efforts to provide goods and services in a manner that respects the dignity and independence of persons with disabilities.

Responsibility:

All employees of the company who have contact with customers, or who deal with the public or third parties on the company's behalf

Definitions:

Disability: any degree of physical disability, infirmity, malformation or disfigurement caused by bodily injury, birth defect or illness. A condition of mental impairment, mental disorder, developmental disability, learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.

Service Animal: an animal used by a person with a disability for reasons relating to his or her disability. The person may provide a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability or it may be readily apparent.

Support person: a person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

Assistive Device: a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating and lifting.

Training:

All Oakrun Farm Bakery Ltd. Employees who deal with the public or other third parties on their behalf will be trained including, but not limited to, individuals in the following departments:

- All Managers
- Sales and Marketing
- Human Resources
- Finance
- Purchasing
- Operations



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- Shipping
- Maintenance
- Administration

This training will be provided to staff at the time orientation is completed and when changes are made to our accessible customer service plan.

Training will include the following:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Oakrun Farm Bakery Ltd's accessible customer service plan
- 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 system
- What to do if a person with a disability is having difficulty accessing Oakrun Farm Bakery Ltd's goods and services.

Plan:

Oakrun Farm Bakery Ltd is committed to excellence in serving all customers including people with disabilities and to ensure persons with disabilities are given an opportunity equal to that given to others. This will be achieved by ensuring that employees throughout the company who work with customers and third parties are trained to focus on the principles of supporting all peoples' independence, dignity, integration, and equal opportunity.

Ensuring Oakrun Farm Bakery Ltd. is registered with Access Ontario & the Ministry of Community and Social Services will be the responsibility of the Human Resources Manager.

Removal of Barriers

Oakrun Farm Bakery Ltd. is committed to successfully removing barriers that would prevent any and all people with disabilities from obtaining our goods and services, such as:

- Educating and improving attitudes of all employees that have contact with customers and third parties
- Improving architectural or structural barriers in our facilities that could negatively affect people with disabilities



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- Educating employees on Information and Communication options that can be used with people with certain disabilities
- Ensuring our Technology evolves to aid rather than hinder peoples abilities to obtain our goods and services
- Ensuring that the way employees are accustomed to performing their job functions does not hinder their ability to provide equal service to all persons, including those with disabilities.

Methods of Interaction

Oakrun Farm Bakery Ltd. will ensure that our policies, practices, and employee training includes methods of interaction that fully supports the independence, dignity, integration, and equal opportunity of all people, including people with disabilities, in obtaining our goods and services.

Assistive Devices

Oakrun Farm Bakery Ltd. will ensure affected staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

Communication

Oakrun Farm Bakery Ltd. employees will communicate with people with disabilities in ways that take into account their disability. When employees are unsure about the best approach they should ask the person politely how to best meet their individual needs and not make assumptions on how they can best communicate with them. If the employee has not been trained and is still unsure they should ask a trained person, if the employee has been trained and is still unsure, they should ask the Human Resources Manager.

Service Animals

Oakrun Farm Bakery Ltd. welcomes people with disabilities and their service animals. Service animals are allowed in the parts of our premises that are open to the public.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Oakrun Farm Bakery Ltd. will notify customers promptly and directly,



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and available alternative services and assistance will be provided and arranged by the appropriate department.

Feedback Process

Customers who wish to provide feedback on the way Oakrun Farm Bakery Ltd. provides goods and services to people with disabilities can verbally discuss their concerns, send an email directly to any Oakrun Farm Bakery Ltd. employee, or fill out a Customer Feedback Form. All feedback and complaints will be directed to the Sales Department. Customers can expect to hear back within 48 business hours. Record of Customer Feedback Forms will be handled by the Sales Department.

Modifications to this or other policies

Any policy of Oakrun Farm Bakery Ltd. that does not respect and promote the dignity, independence, integration and equal opportunity of people with disabilities will be modified or removed.

Notice of Availability of Documents

A copy of Oakrun Farm Bakery Ltd.'s Accessible Customer Service Plan shall be made available to persons with a disability upon request. The Customer Feedback Form is available for download on our website, or in hard copy at the reception desk.

Format of Documents

Copies of documents or the information contained within a document provided to a person with a disability shall be provided in a format that takes into account the person's disability.

Policy Review

Policy will be reviewed every five years to ensure it remains in compliance with AODA requirements.

Forms:

OFB Customer Feedback Form

AODA Training Handout



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