

## **Accessibility Policy**

### **Statement of Commitment to Accessibility:**

In fulfilling our mission, Lady York Foods strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Lady York Foods is committed to accessibility in its communications with customers and staff, as follows:

- All electronic and printed publications produced by Lady York Foods for its customers and employees are available, upon request.
- All electronic and printed publications produced by Lady York Foods for its customers and employees are available in alternative formats for all disabilities, upon request.

Documents required under the Accessibility for Ontarians with Disabilities Act, 2005, are available from Lady York Foods upon request.

### **Accessibility Feedback**

Lady York Foods' ultimate goal is to meet customer expectations while serving individuals with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way Lady York Foods provides services to persons with disabilities can be made in person, by telephone, by mail, or by email. All feedback will be directed to the Director of Operations.

Where possible, a full response to a formal complaint will be given immediately. Some complaints, suggestions or recommendations may, however, require more time and effort to address. Normally, a full response and explanation will be given within 14 business days or as soon as reasonably possible. Lady York Foods will ensure that any response provided is in a format that is accessible to the complainant.

## **Accessible Formats**

To obtain any document in an alternative format, contact:

Lady York Foods  
2939 Dufferin Street  
Toronto, ON M6B 3S7

Telephone: (416) 781-8585

Fax: (416) 256-7230

Website: [www.ladyyorkfoods.com/accessibility](http://www.ladyyorkfoods.com/accessibility)

## **Accessibility Policy Integrated**

Lady York Foods has created Accessibility Policies in compliance with the Integrated Accessibility Standards Regulation and the Ontario Regulation 429/07. These policies will be integrated into Lady York Foods' Store Policies. Each new employee receives these policies upon hiring and current employees receive any updated policies as they are created. Lady York Foods' Store Policies are available upon request to any customer. The Store Policies are also available in accessible formats upon request.