

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Lady York Foods is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

Communication

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

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on 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 **automatic doors and/or the asphalt ramp at side entrance, Lady York Foods** will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at **the main entrances to the premises.**

Training

Lady York Foods will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained:

Management, Volunteers, and all members of staff.

This training will be provided to staff **immediately after hiring.**

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **Lady York Foods'** plan related to the customer service standard.
- 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 person
- How to use the **automatic doors and handicap passage at the Express Counter**
- What to do if a person with a disability is having difficulty in accessing **Lady York Foods'** goods and services

Staff will also be trained when changes are made to your accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way **Lady York Foods** provides goods and services to people with disabilities can **provide comments at the Courtesy counter, speak to a manager on duty, call the store, or email info@ladyorkfoods.com.**

All feedback, including complaints, will be **addressed immediately by forwarding the comments to Management.**

Customers can expect to hear back **within 2 days.**

Modifications to this or other policies

Any policy of **Lady York Foods** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.