



POLICY

Policy Name: Providing access to customers with disabilities	
Effective Date: Jan 1, 2012	Last Review Date: n/a
Contact Person for this Policy: Human Resources Managers	

Purpose

To ensure compliance with the *Accessibility for Ontarians with Disabilities Act* by providing guidelines and identifying how employees can provide access to and accommodate our customers with disabilities.

Scope

This policy applies to all employees that deal with customers for business related purposes on Sofina premises in Ontario

Definitions

Customer: any person visiting our facility / office for business purposes such as an employee from another facility / office, a supplier / vendor, someone we conduct business with, an inspector

Disability: means;

- (a) any degree of physical disability, infirmity, malformation or disfigurement 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,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”)

Temporary Disruption: an event that requires us to shut down part or all of our operations for a short period of time; such as an emergency evacuation.

Policy Statements:

1. Sofina Foods Inc. is committed to serving all of our customers visiting our offices and / or facilities including people with disabilities.
2. To achieve this we commit to training our employees that deal with customers on a regular basis in the following areas:

Assistive devices

What commonly used assistive devices may be used by customers with disabilities while accessing our facilities and/or offices.

Communication

Communicating with people with disabilities in ways that take into account their disability.

Service animals

Providing access to a customer with a disability who is accompanied by a service animal; to areas that are not in conflict with other industry regulations that the Company must comply with.

Support persons

Providing access to the support person who accompanies the customer with a disability.

3. If for some reason we are unable to provide access to our customers with disabilities we commit to informing the customer prior to their visit.
4. Customers who wish to provide feedback, on the way Sofina Foods Inc. provides access to customers with disabilities, can contact our Customer Service line at 1-888-588-1931 ext 397.
5. The Company will provide training to all employees that deal with customers as part of the employee's orientation program for new employees and once in the year of implementation (2012) for current employees.
6. This policy will be posted on our website and extranet. A hard copy of this policy can be obtained by contacting our customer service line at 1-888-588-1931
7. This policy will be reviewed on an annual basis.

Procedure

1. Training will be provided as part of the orientation program for new employees.

2. Training will include:
 - An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the Company's policy related to providing customer service to customers with disabilities.
 - 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?
 - What to do if a person with a disability is having difficulty in accessing the Company premises?
3. Any complaints received will be addressed as per the Company's regular complaint management procedures. A copy of these procedures is available with Human Resources or with our Customer Service department.
4. In the event that we experience a temporary disruption to our operations that prevent customers from accessing our facilities/offices; we will inform our customers that are scheduled to visit for that day, of such temporary disruption; and post a notice at all entrances of the affected facility.

Attached: Complaint Management Procedures - AODA