

	<b>HR</b>	<b>SUPER-PUFFT SNACKS CORP. HUMAN RESOURCES / COMPANY PRINCIPLES POLICY</b>	<b>Accessibility for Ontarians with Disabilities Custom Service Policy</b>
			Document No. HR-AODA01

**1.0) PURPOSE**

Super-Pufft Snacks Corp. is committed to providing a barrier-free environment and barrier-free service for all employees, volunteers, and third party contractors who provide goods and/or services with the public on behalf of Super-Pufft Snacks Corp.

This policy complies with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Super-Pufft Snacks Corp. is committed to providing appropriate customer service to customers with disabilities. This Policy of Accessibility Standards for Customer Service is based on and adheres to the core principles of independence, dignity, integration and equality of opportunity for customers with disabilities.

Employees of Super-Pufft Snacks will respond to customers requiring accessible customer service in a respectful manner, with the appropriate accessibility tools that are available to Super-Pufft Snacks.

**2.0) SCOPE**

This policy applies to all Super-Pufft employees who provide goods and/or services to customers within Super-Pufft Snacks or on its behalf.

**3.0) POLICY**

Super-Pufft is committed to provide exceptional customer service. It is the policy of Super-Pufft Snacks that every employee and customer has a right to equitable treatment with respect to employment, goods and services without discrimination with the provisions of the Ontario Human Rights Code.

Super-Pufft strives to provide a barrier-free environment for its customers. Goods and services will be provided in a manner that is based upon the principles of dignity, independence, integration and equal opportunity to all of its customers. The provision of goods and services to customers with disabilities will be integrated wherever possible. We will endeavour to ensure that customers with disabilities receive the same high standard of service that we strive to provide to all customers.

**Modifications to this or other policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

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

**4.0) REFERENCES**

- Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- Ontario Human Rights Commission
- Ministry of Community and Social Services

**5.0) RESPONSIBILITY**

It is the responsibility of the managers and/or immediate supervisors and/or department heads to ensure that all employees follow the guidelines set out in this policy. All employees must communicate, promote and support the implementation of this policy. The Human Resources Manager will ensure all employees who meet the requirements are trained under the Accessibility Standards for Customer Service policy, practices and procedures.

Rev. # 2	Prepared By: C. Preczner / Revised By: C. Preczner	Release Date: March 6, 2013	Page Number
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**6.0) PROCEDURES – Providing Goods and Services to Customers with Disabilities**

The following guiding principles clarify expected attitudes and behaviours in daily work lift with customers, consumers and each other;

- (a) **Respect** – our goods and services are provided in a manner that respects the dignity and independence of customers with disabilities
- (b) **Ownership** – all Super-Pufft employees are accountable for creating an environment that contributes to the success of our customers, consumers and each other.
- (c) **Collaboration** – all Super-Pufft employees have an important role in working together for a common purpose
- (d) **Continuous Improvement** – all Super-Pufft employees must be committed to ongoing improvement in all we do to anticipate and exceed needs as they evolve.

Super-Pufft Snacks is committed to excellence in serving all customers and consumers, including persons with disabilities, by removing barriers to their full participation that might arise in the course of doing business as follows;

**6.1) COMMUNICATION**

Super-Pufft will communicate with customers with disabilities in ways that take into consideration their disabilities and their preferred method of communication.

- 6.1)1. Customers with disabilities will be offered alternative communication formats that will meet the needs of the customer as promptly as feasible
- 6.1)2. Documents will be provided to customers in an alternative format that will meet the needs of the customer in a timely fashion, and
- 6.1)3. If telephone communication is not suitable for customer's needs, alternative forms of communication will be offered as required.

**6.2) ASSISTIVE DEVICES**

Customers with disabilities are permitted, where possible, to use their own assistive devices when on the premises for the purposes of obtaining, using or benefiting from our goods and/or services. Exceptions may occur in situations where Super-Pufft has determined that the assistive device may pose a risk to the health and safety or another person with a disability or the health and safety of others on our premises. It should be noted that it is the responsibility of the person with the disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

If there is a physical, technological or other type of barrier that prevents the use of an assistive device on our premises, and the barrier cannot be removed, we will ask the customer how he/she can be accommodated and what methods of service would be more accessible to him/her. We will make best efforts to provide an alternative means of accessibility to the customer.

- 6.2)1. **Service Animal** – Super-Pufft shall accommodate the use of service animals by people with disabilities who are accessing our services and facilities, with the exception of areas restricted to animals under law or Super-Pufft policies, for example food processing area(s). For those restricted areas, Super-Pufft will work to provide an acceptable alternative assistive device for people relying on service animals. To be considered a service animal under this Policy, it must be readily apparent that the animal is being used because of a person's disability or the person with a disability.

Note: if you cannot easily identify that the animal is a service animal, you can ask the person to provide documentation from a regulated health professional. The documentation must confirm that the person needs the service animal for reasons relating to their disability.

- 6.2)2. **Support Persons** – Where a person with a disability is accompanied by a support person, Super-Pufft shall ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises. Before making a decision Super-Pufft must;

- Consult with the person with a disability to understand their needs

- Consider health or safety reasons based on available evidence
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

A support person is a person who accompanies the person with a disability in order to help with communication, mobility, person care or medical needs or with the access to goods or services.

**6.3) NOTICE OF TEMPORARY DISRUPTION**

Customers with disabilities will be promptly notified in the event we experience a planned or unexpected disruption to the delivery of service or goods within our facility. We will communicate the reason for the disruption, length of the disruption as well as describe any alternative services that me available. Such notice may be in the form of a recorded message, posting on the Company’s website and/or communicated by any method deemed to be reasonable under the circumstances.

**6.4) BILLING/ DOCUMENTATION**

We are committed to providing accessible invoices to all our customers. We will answer any questions customers may have about the content of their invoice in person, by telephone or email.

If a customer with a disability requests any published company documents, when able, the company will provide it in a format that takes into account the person’s disability. The Company will work with the customer to find a format that is accessible. For example, depending on the disability we may read something aloud.

**7.0) TRAINING FOR STAFF**

Training will be provided to all members of our organization on accessible customer service and how to interact with people with different disabilities. Training will be provided to staff that provide customer service to people with disabilities and to everyone in the organization who interacts with members of the public as well as other third parties who act on our behalf. Training will also be provided to individuals of the company who are responsible for and/or influence the development of policies, practices and procedures.

Determining which employees to train shall not only be based on an employee’s job description but shall also be based on what they do in practice on a regular basis.

Training shall include;

- (a) The purpose of the Accessibility for Ontarians with Disabilities Act, its regulations and the requirements of the customer service standard;
- (b) How to interact and communicate with people with various disabilities;
- (c) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person;
- (d) If available, how to use equipment or devices within our premises or otherwise that may assist a customer with disabilities to access our services;
- (e) How to assist a person with a disability who is having difficulty accessing our services;
- (f) Staff will be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Training shall be provided to each person as soon as practicable after he or she is assigned the applicable duties. Training shall be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

Records of training provided to staff, including the training protocol, dates on which the training was provided and



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the number of individuals who received training shall be maintained in accordance with the requirements of the AODA with Human Resources Manager.

**8.0) FEEDBACK PROCESS**

Super-Pufft Snacks is committed to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Super-Pufft provides goods and services to persons with disabilities are also welcomed and appreciated, and can be shared by email, phone or via regular mail. Super-Pufft will thoroughly review all customer and consumer feedback, investigate its relevance to this policy and our accessibility commitments, and take steps to rectify any gaps in the delivery of our goods and services. Where appropriate, a verbal or written response will be forwarded in a timely manner.

**9.0) EVALUATION & CONTINUOUS IMPROVEMENT**

The Human Resources Manager will review and update the Accessibility Plan at least once every five years. Accessibility Standards/Policies will be reviewed at least every five years or as new requirements may be added.

Any questions or comments regarding this policy should be referred to the Human Resources Manager.

**Record of Edited Revisions**

Rev. Level	Date of Revision/Review	Update/Description
1	June 23, 2015	Policy Review (no revision)
2	June 10, 2016	Policy update to reflect changes to the Accessible Customer Service Standard Reg.
3	April 26, 2017	Review