

<b>STATEMENT of POLICY and PROCEDURE</b>			
Manual:	Accessibility Standards	SPP No.	<b>AS 2.01A</b>
Section:	Customer Service	Issued:	Sept. 15, 2011
Subject:	<b>Customer service policy on providing goods and service to people with disabilities</b>	Effective:	
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Issued by:	Conrad Turner	Dated:	

## **1 POLICY**

- 1.01 The mission of Tannis Food Distributors is to provide appropriate customer service to individuals with disabilities.
- 1.02 Our commitment in fulfilling our mission is to strive at all times to provide our goods and 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 goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.
- 1.03 Reasonable efforts will be made to ensure that:
- a) Persons with disabilities are provided equal opportunity to obtain, use and benefit from the Tannis goods and services;
  - b) Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
  - c) The goods and services provided to persons with disabilities are integrated with the provision to others unless an alternative measure is necessary to allow a person with a disability to benefit; the alternative measure may be temporary or permanent;
  - d) Communications with a person with a disability are conducted in a manner that takes the person's disability into account;
  - e) Persons with disabilities may use assistive devices, service animals and support persons as is necessary to access Tannis goods and services unless superseded by other legislation.

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## **2 PURPOSE**

- 2.01 This policy and its procedures address the accessibility requirements of Regulation 429/07 Accessibility Standards for Customer Service under the **Accessibility for Ontarians with Disabilities Act**.

## **3 SCOPE**

- 3.01 This policy applies to all employees and all facilities of Tannis in Ontario.

## **4 RESPONSIBILITY**

- 4.01 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.
- 4.02 Human Resources Dept. is responsible to ensure all employees are trained under Accessibility Standards for Customer Service and this policy, practices and procedure.

## **5 DEFINITIONS**

- 5.01 “**Assistive Devices**” are auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (e.g., canes, crutches, wheelchairs or hearing aids).
- 5.02 “**Disability**”, as per the Ontario **Human Rights Code**, means:
- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused 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 coordination, 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;

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- 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**.

5.03 “**Employees**” means every person who deals with members of the public or other third parties on behalf of Tannis, whether the person does so as an employee, agent, volunteer or otherwise.

5.04 “**Persons with Disabilities**” are individuals who have a disability as defined under the Ontario **Human Rights Code** (and above).

5.05 “**Service Animals**” are animals individually trained to do work or perform tasks for the benefit of a person with a disability.

5.06 “**Support Persons**” are any persons, whether a paid professional, volunteer, family member, or friend, who accompany a person with a disability in order to help with communications, personal care or medical needs, or with access to goods or services.

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## **6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE**

**(Note any policies or statutes that may relate, such as a disciplinary policy.)**

**Accessibility for Ontarians with Disabilities Act, 2005**

**Accessibility Standards for Customer Service, Ontario Regulation 429/07**

## **7 PROCEDURES**

Tannis is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

### **7.01 Communication**

- a) We will communicate with people with disabilities in ways that take into account their disability.
- b) We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

### **7.02 Telephone services**

- a) We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
- b) We will offer to communicate with customers by email or relay if telephone communication is not suitable to their communication needs or is not available.

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### 7.03 Assistive devices

- a) We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.
- b) We will ensure that staff know how to use the assistive devices available on our premises for customers.

### 7.04 Billing

- a) We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy or email.
- b) We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

### 7.05 Use of service animals and support persons

- a) We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.
- b) We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.
- c) We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Tannis' premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

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#### 7.06 Notice of temporary disruption

- a) Tannis will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.
- b) The notice will be placed at all public entrances and service counters on our premises.

**See appendix A**

#### 7.07 Training for staff

- a) Tannis will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures
- b) This training will be provided to new employees during their orientation.
- c) Training will include the following:
  - The purposes of the **Accessibility for Ontarians with Disabilities Act** and the requirements of 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

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- How to use the equipment available on provider's premises or otherwise that may help with the provision of goods or services to people with disabilities
  - What to do if a person with a disability is having difficulty in accessing Tannis' goods and services
- d) Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

#### 7.08 Feedback process

- a) The ultimate goal of Tannis is 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.
- b) Feedback regarding the way Tannis provides goods and services to people with disabilities can be made in writing using the feedback form, by email, telephone or verbally. All feedback will be directed to the Dept. Head. Customers can expect to hear back (if required) within thirty days.
- c) Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.
- d) Upon receipt, the Dept. Head will investigate the matter with the appropriate personnel and provide a written response (if required) within thirty (30) days.

**See appendix B**

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7.09 Modifications to this or other policies

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

7.10 Questions about this policy:

- a) This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, Human Resources
- b) A copy of this policy is available upon request by contacting Human Resources. In addition, a copy of this policy is available on the company's website at [www.tannisfood.com](http://www.tannisfood.com) under AODA
- c) The Policy document will be provided in a format that takes into account the person's disability.

8 Record Keeping

Tannis will maintain records of training delivered to our staff and Make these records available for inspection as required.

Attachments:

- Attachment A – Sample documents
- Attachment B – Feedback form



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**ATTACHMENT A  
SAMPLE DOCUMENTS**

Dear Customers,

The east elevators will be out of service from April 1 to 15 for routine maintenance. To access the upper level of the shopping centre, please use the elevators at the west end of the building next to the food court. We regret any inconvenience this may cause. If you have questions or concerns, please call [phone number].

Thank you.  
Management

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Dear Guests,

Our accessible washroom is out of service due to a broken pipe. A repair person will be on the premises tomorrow to fix it. In the interim, we have made arrangements for our guests to use the accessible washroom at 123 Main Street, which is located next door to our premises. We apologize for any inconvenience.

Thank you.  
Management

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**ATTACHMENT B  
FEEDBACK FROM CUSTOMERS WITH DISABILITIES**

1) Was the customer service provided:

- a) timely      yes     no       c) respectful      yes     no
- b) courteous      yes     no       d) adequate      yes     no

Comments

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2) How can we improve the service?

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Name

Date

Action Taken:

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Name

Date