



Accessible Service Policy

Customer

Policy Statement

SUNDERLAND CO-OPERATIVE INC. is committed to excellence in serving all customers including people with disabilities.

This Policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* (the "Customer Service Standards") under the *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA"), and applies to members, customers, third parties and visitors in Ontario (collectively, "Customers").

Scope

a) This Policy applies to all employees, members, agents and contractors who deal with Customers that act on behalf of SUNDERLAND CO-OPERATIVE INC., including when the provision of goods and services occurs off the premises of SUNDERLAND CO-OPERATIVE INC. such as in: delivery services, applications of product, service calls, visiting Customers and third party marketing agencies.

b) The section of this Policy that addresses the use of Service Animals only applies to the provision of goods and services that take place at premises owned or controlled by SUNDERLAND CO-OPERATIVE INC.

Definitions

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that Customers bring with them such as a wheelchair, walker, hearing aid, teletypewriter, oxygen tank. Any device that might assist a person in; hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability as defined by the AODA and the Ontario *Human Rights Code*, refers to:

- 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 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;

- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Service Animal – as reflected in the Customer Service Standards, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person – as reflected in the Customer Service Standards, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

General Principles

In accordance with the Customer Service Standards, this Policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities;
- B. The Use of Assistive Devices;
- C. The Use of Service Animals;
- D. The Use of Support Persons;
- E. Notice of Service Disruptions;
- F. Customer Feedback;
- G. Training; and
- H. Notice of Availability and Format of Required Documents.

A. The Provision of Goods and Services to Persons with Disabilities

SUNDERLAND CO-OPERATIVE INC. will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all Customers receive the same value and quality; allowing Customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that Customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the Customer's disability.

B. Assistive Devices

Customer's own assistive device(s):

SUNDERLAND CO-OPERATIVE INC. is 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 employees are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our goods or services.

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by SUNDERLAND CO-OPERATIVE INC.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

C. Service Animals

We welcome people with disabilities who are accompanied by a Service Animal on the parts of our premises in Ontario that are open to the public or third parties. We will ensure that all employees are properly trained on how to interact with people with disabilities who are accompanied by a Service Animal.

Allergies:

If a health and safety concern presents itself for example in the form of a severe allergy to the Service Animal, SUNDERLAND CO-OPERATIVE INC. will make reasonable efforts to meet the needs of all individuals.

D. Support Persons

If a Customer with a disability is accompanied by a Support Person, SUNDERLAND CO-OPERATIVE INC. will ensure that both persons are allowed to enter the premises together and that the Customer is not prevented from having access to the Support Person.

In situations where confidential information might be discussed, consent will be obtained from the Customer, prior to any conversation where confidential information might be discussed.

E. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of SUNDERLAND CO-OPERATIVE INC.. In the event of any temporary disruptions to facilities or services that Customers with disabilities rely on to access or use SUNDERLAND CO-OPERATIVE INC.'s goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will include:

In the event that a notification is posted, the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable;
- reason for the disruption;
- anticipated duration; and
- a description of alternative facilities or services or options if available.

Notifications Options:

When disruptions occur, SUNDERLAND CO-OPERATIVE INC. will provide notice if reasonable by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on SUNDERLAND CO-OPERATIVE INC.'s website;
- contacting Customers with appointments;
- verbally notifying Customers when they are making an appointment or delivery; or
- by any other method that may be reasonable under the circumstances.

F. Feedback Process

SUNDERLAND CO-OPERATIVE INC. welcomes feedback as it encourages continuous service improvements. Feedback from a Customer about the delivery of goods and services to persons with disabilities may be given by telephone, in writing, in electronic format or through other methods. A feedback form is prepared and is available on the company's website at

www.sunderlandco-op.on.ca

and should be used for that purpose. Customers who wish to provide feedback by completing an onsite feedback form or verbally can do with any SUNDERLAND CO-OPERATIVE INC. employee.

All feedback will be directed to the General Manager. Complaints will be addressed according to SUNDERLAND CO-OPERATIVE INC.'s regular complaint management procedures.

Submitting Feedback:

Customers can submit feedback to:

- Jake Vancuren, General Manager
- Tel: 705-357-3491
- P.O. 280 Sunderland, ON, L0C 1H0
- sjvancuren@sunderlandco-op.on.ca
- Website: <http://sunderlandco-op.ghost.net/>

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

G. Training

Training will be provided to:

- employees who deal with Customers on behalf of SUNDERLAND CO-OPERATIVE INC.; for example: salespersons, drivers, customer service representatives, administrative assistants, manager etc.
- employees who are involved in the development and approval of policies, practices and procedures related to the Customer Service Standards.

Training will include:

- A review of the purpose of the AODA.
- A review of the requirements of the Customer Service Standards.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a Service Animal; or
 - require the use of a Support Person.
- Instructions on how to use equipment or devices that are available at SUNDERLAND CO-OPERATIVE INC.'s premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing SUNDERLAND CO-OPERATIVE INC.'s services.
- SUNDERLAND CO-OPERATIVE INC.'s policies, procedures and practices pertaining to providing accessible customer service to Customers with disabilities.

Training Schedule:

Training will be provided as required by the Customer Service Standards. Training will be provided to new employees, interns and seasonal employees who provide goods or services to SUNDERLAND CO-OPERATIVE INC.'s Customers as soon as practicable during SUNDERLAND CO-OPERATIVE INC.'s new hire orientation training. Additional training will be provided in the event of changes to legislation, or procedures and/or practices as required.

Record of Training:

SUNDERLAND CO-OPERATIVE INC.'s Health and Safety Group Chairman will keep a record of training that includes the dates training was provided and the number of employees who received the training.

Notice of Availability and Format of Documents

SUNDERLAND CO-OPERATIVE INC. shall notify Customers that the documents related to the Customer Service Standards are available upon request and in a format that takes into account the Customer's disability. Notification will be given by posting the information in a conspicuous place at SUNDERLAND CO-OPERATIVE INC., as well as the company website and/or any other reasonable method.

Questions about this Policy

This Policy exists to achieve service excellence to Customers with disabilities. If anyone has a question about the Policy, or if the purpose of this Policy is not understood, an explanation will be provided by SUNDERLAND CO-OPERATIVE INC.'s Human Resources department.

Acknowledgement & Agreement

I, (Employee Name), acknowledge that I have read and understand the Accessibility Standards for Customer Service Policy of SUNDERLAND CO-OPERATIVE INC.. Further, I agree to adhere to this Policy and will ensure that employees working under my direction adhere to these guiding principles. I understand that if I violate this Policy, I may face corrective action, up to and including termination of employment.

Name: _____

Signature: _____

Date: _____

Witness: _____

Referenced Documents:

- Accessibility for Ontarians with Disabilities Act, 2005

http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm

- Guide to AODA

<http://www.mcass.gov.on.ca/documents/en/mcass/publications/accessibility/AboutAODAWeb20080311EN.pdf>

- Ministry of Community & Social Services

<http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/index.aspx>

- Videos, Stories and Tips

http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/understanding_accessibility/videos_stories_tips.aspx

Approved Nov. 14, 12

By SCHSG