



## AODA Customer Service Plan & Policy

P-HR-022

### Business Group

Mark "x" next to the box that represents which Give and Go Foods Business Group(s) this document applies to.

Give and Go Foods Business Group	Applies?
All Business Areas	X
Business Technology	
Engineering	
Finance	
Human Resources	
Maintenance	
Marketing	
Operations	
Quality Assurance	
Sales	
Supply Chain (Customer Service, Logistics, Planning)	
Other (Please specify here)	

Policy Approval	Date
<b>Policy owner:</b> Human Resources	June 1, 2021
<b>Originated by:</b> Riley Holloway	June 1, 2021
<b>Reviewed by:</b> Laura Fineberg	June 28, 2021
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### 1. Purpose

- 1.1. To develop a standard policy to ensure persons with disabilities have equal access to Give & Go's goods and services.

### 2. Scope

- 2.1. This policy applies to all permanent employees of Give and Go Prepared Foods Corp. (Give & Go), in addition to employees on contract and agency workers in accordance with the following Ontario legislation: *Accessibility for Ontarians with Disabilities Act, 2005* and the *Accessibility Standard for Customer Service*.

### 3. Responsibility

- 3.1. It is the responsibility of the Senior Management Team (MT) to govern the policy; to support and promote the policy in their area of direct report and throughout the organization; to drive the culture to a high level of understanding regarding disability and accommodation; to comply with legislation requirements, including fiscal responsibility, human costs, and human rights issues; to ensure resources are budgeted for in identifying and preventing accessibility barriers (including attitudinal, systemic, information, communications and technology, and built environment and public space barriers) and for planning for barrier removal; and to provide AODA compliance assurance when required.
- 3.2. It is the responsibility of HR to develop policies, practices and procedures that will ensure persons with disabilities have equal access to the goods and services it provides and to ensure staff and volunteers are trained on AODA. HR will review the policy annually for effectiveness.
- 3.3. It is the responsibility of the Customer Service Department to provide a copy of this policy to Customers on request and to receive feedback regarding the policy.
- 3.4. It is the responsibility of all Employees and volunteers, including those that interact with the public or other third parties (customers), on behalf of Give & Go, to be aware of the AODA standard (policy) and participate in training.

### 4. Definitions

HR – Human Resources

Give & Go – Give and Go Prepared Foods

Corp. MT – Senior Management Team

**Accessibility** - A concept integral to human rights that refers to the absence of barriers that prevent individuals and/or groups from fully participating in all social, economic, political and cultural aspects of society. The term is often linked to people with disabilities and their rights to access, and also refers to design characteristics of products, devices, information, services, facilities or public spaces that enable independent use, or support when required, and access by people with a variety of disabilities.

**Accessible** - Refers to products, devices, information, services, facilities or public spaces that provide for independent, equitable and dignified access for people with disabilities, including but not limited to those with visual, auditory, sensory, cognitive and mobility related disabilities. The concept of accessible design ensures both "direct access" (i.e. unassisted) and "indirect access," referring to compatibility with a person's assistive technology.

**Accommodation** - In the context of Human Rights, accommodation means preventing and removing barriers caused by attitudinal, systemic, physical, information or communications, and technology barriers that unfairly exclude individuals or groups protected by Ontario's Human Rights Code from having equal access to full benefits available to others. Principles of accommodation include dignity, individualization and inclusion or integration.

**AODA** – Accessibility for Ontarians with Disabilities Act (Legislation for Persons with Disabilities)

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**Discrimination** – Discrimination is any act, conduct, decision, standard or policy which creates a distinction between certain employees or groups based on a prohibited ground and results in negative, adverse or differential treatment. Discrimination may be intentional or unintentional. Prohibited grounds are defined in the Ontario Human Rights Code, and include race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity, gender expression, marital status, family status, disability and conviction for which a pardon has been granted.

**Disability** – Any degree of physical disability or disfigurement caused by bodily injury, birth defect or illness that includes, but is not limited to, diabetes, epilepsy, a brain injury, paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, hearing impairment, speech impediment, or physical reliance on a guide dog/other animal or on a wheelchair or other device.

**Duty to Accommodate** - The duty to accommodate refers to Give & Go's obligation to take reasonable steps, up to the point of undue hardship to AFC, to remove disadvantages to employees caused by a policy, rule, practice, or physical barriers that have, or may have, an adverse impact on certain employees or groups. These employees may possess characteristics protected under human rights legislation, be covered by workers' compensation and/or health and safety legislation.

## 5. Policy

### 5.1. General Requirements

- 5.1.1. It is the obligation of every member of Give & Go to help identify the possibility of existing barriers while providing equal opportunities for all clients and customers to access the company's goods and services. Management at Give & Go will endeavour to consult with people with disabilities whenever the need arises in order to gather information and establish best practices for providing excellent customer service to people with disabilities.

### 5.2. Accessible Customer Service Training

- 5.2.1. Give & Go will ensure that any new employees, volunteers and required contractors are trained under the requirements of Ontario's Accessible Customer Service Standard within 12 months from the start date of their employment.
- 5.2.2. All employees and representatives of Give & Go will be trained in any changes or updates to these policies, practices and procedures and the Accessible Customer Service Standard.

### 5.3. Communication

- 5.3.1. Any communication between Give & Go and their clients or the public will be conducted in a manner that takes into account an individual's disability. An understanding shall be reached on how it is best to communicate with a person with a disability on a case by case basis. This may include, but will not be limited to, the following methods of communication:

- Verbal communication
- Written communication
- Digital communication which may include e-mail
- Hand gestures

#### 5.3.2. Telephone Communication

- 5.3.2.1. The team at Give & Go is committed to providing accessible telephone communication.
- 5.3.2.2. The management and staff are expected to communicate with all clients by speaking clearly, directly and using plain language.
- 5.3.2.3. When available and appropriate, technological aides will be used to assist with communication.
- 5.3.2.4. When clear and precise communication over the telephone is not possible, alternative arrangements will be made.



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### 5.4. Feedback Process

- 5.4.1. It is the goal of Give & Go to fully comply with the spirit of the Accessibility for Ontarians with Disabilities Act.
- 5.4.2. To this end, a feedback process will be developed to enable the team at Give & Go to respond to feedback received by the organization regarding the accessible customer service provided by the organization.
- 5.4.3. When a complaint has been received, the team at Give & Go will review the scenario and make every effort to accommodate the requests of the individual or group in a manner that is satisfactory to all parties, without causing undue hardship to Give & Go. This may include, but may not be limited to, taking the following actions:
- Utilizing the AODA Customer Feedback Form
  - Calling the complainant and discussing the situation using a manner that takes into account the complainants disability.
  - Contacting Accessibility Professionals of Ontario for assistance
  - Seeking the recommendations or advice of an association appropriately related to the disability of the complainant.
  - Seeking the counsel of the legal department
  - Seeking the counsel of the Finance department
  - After a decision on the action to be taken has been made, a representative of Give and Go Prepared Foods will call the complainant and discussing the remedial action that is to be taken, using a manner that takes into account the complainants disability
- 5.4.4. The feedback process is to take into account the individuals disability, and will be made available through a variety of methods such as;
- In person
  - On the telephone
  - In writing
  - By E-mail
- 5.4.5. Give & Go will respect the individual's right to privacy under Ontario's Privacy Information Protection Act (PIPA) and will abide by the rules of PIPA regarding any request for information.

### 5.5. Notice of Temporary Disruption of Service

- 5.5.1. Give & Go will ensure that any temporary disruption of service affecting the administration offices or any other area open to the public will be identified and relayed to their clients through the following means;
- Notice of disruption will be indicated in writing and placed on the entrance way to the offices of Give and Go (priority and consideration will be given to any security issues)
- 5.5.2. The Notification of Temporary Disruption of Service will include the following information;
- The reason of the disruption of service
  - The expected length of the disruption of service
  - A description of alternate services if available

### 5.6. Service Animals

- 5.6.1. Give & Go will train its employees, volunteers, or required contractors in the treatment and rules pertaining to the use of service animals.



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5.6.2. At no time will the employees, volunteers, or required contractors of Give & Go prevent an individual requiring the use of a service animal from accessing the services of the service animal while on the premises except in the production area. Due to the pre-existing law prohibiting animals in the food production area, alternate arrangements will be made.

## 5.7. Person using Assistive Devices

5.7.1. Give & Go will train its employees, volunteers, or required contractors in the treatment and rules pertaining to Persons using Assistive Devices.

5.7.2. At no time will the employees, volunteers, or required contractors of Give & Go prevent an individual requiring the use of an assistive device from accessing the device while on the premises except if otherwise prohibited by law.

## 5.8. Support Persons

5.8.1. Give & Go will train its employees, volunteers, or required contractors in the treatment and rules pertaining to the use of support persons.

5.8.2. At no time will the employees, volunteers, or required contractors of Give & Go prevent an individual requiring the use of a support person from accessing the services of the support person while on the premises.

5.8.3. Give & Go employees, volunteers, or contractors will treat every individual with all due respect and will direct all attention to them and address the support person only when required.

## 6. References

6.1. For legislative references, please review the relevant Provincial Employment Standards Act, Human Rights Code, and Give & Go policies.

## 7. Forms of Reference

The following are referenced in this document:

Name	File Name
Code of Ethics and Business Conduct Policy	P-HR-004_ Code of Ethics and Business Conduct Policy
AODA Customer Feedback Form	F-HR-022A_AODA Customer Feedback Form
Alternative Accessible Format Request Form	F-HR-022B_Alternative Accessible Format Request Form
AODA-Accessibility Policy and Multi-Year Integrated Accessibility Standard Policy	P-HR-023_ AODA-Accessibility Policy and Multi-Year Integrated Accessibility Standard Policy
Workplace Accommodation Policy	P-HR-024_Workplace Accommodation Policy

## 8. Change History

Update the following table each and every time this document is changed. Please be specific!

Date	Name	Change Description
June 1, 2021	Riley Holloway	Policy Creation