



April 2019

Access for Ontarians with Disabilities

APPLIES TO: All employees

Heritage Coffee Co., Ltd. (“Heritage”) values diversity and is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Our accessible customer service policies are consistent with the principles of dignity, independence, integration, and equal opportunity.

Scope

- This policy applies to the provision of services at premises owned/leased and operated by Heritage, and when the provision of services occurs off the premises of Heritage.
- This policy applies to all employees who deal with the public or other third parties and who act on behalf of Heritage.
- This policy also applies to all persons who participate in the development of Heritage policies, practices, and procedures governing the provision of services to members of the public or third parties.

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 clients bring with them such as a wheelchair, walker, or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering, and/or reading.

Disability – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, 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.

Support Person – as reflected in *Ontario Regulation 429/07*, 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 *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities;
- B. Assistive Devices
- C. Communication
- D. Support Persons
- E. Service Animals
- F. Notice of Service Disruptions
- G. Feedback Process
- H. Training
- I. Notice of Availability and Format of Required Documents
- J. Modifications to this or other Policies

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

Heritage 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 clients receive the same value and quality;
- Allowing clients with disabilities to do things in their own ways, at their own pace when accessing services as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that clients 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

Persons with disabilities may use their own assistive devices as required when accessing our goods, services or facilities provided the device does not present a health or safety concern. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.



C. Communication

We will communicate with people with disabilities in ways that take into account their disability. This may include but is not limited to the following:

- Providing printed material in larger font
- Reading or verbally communicating required information
- Providing information in digital form

Heritage will work with the person with a disability to determine what method of communication works for them.

D. Support Persons

- A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.
- In situations where confidential information might be discussed, consent will be obtained from the person with a disability prior to any conversation where confidential information might be discussed.

E. Service Animals

We welcome people with disabilities and their service animals in all non-manufacturing areas of our facilities. Due to Food Safety and Quality Regulations, service animals are not permitted in the manufacturing areas of our facilities.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities



F. Notice of Disruptions in Service

In the event of any temporary disruptions to facilities or services that individuals with disabilities rely on to access or use Heritage 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.

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

- Services that are disrupted or unavailable
- Reason for the disruption
- Anticipated duration
- A description of alternative services or options

Notifications Options:

When disruptions occur, Heritage will provide notice 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 the Heritage website;
- Contacting clients with appointments;
- Verbally notifying clients when they are making an appointment; or
- By any other method that may be reasonable under the circumstances.

G. Feedback Process

Heritage shall provide clients with the opportunity to provide feedback on the service provided to clients with disabilities. Information about the feedback process will be readily available to all clients and notice of the process will be made available through Heritage website and by posting the notice in a visible location in Heritage reception areas. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website, or email), will be available upon request.

Submitting Feedback:

Clients can submit feedback to:

Human Resources
HR@heritage-coffee.com
Heritage Coffee Co., Ltd.
97 Bessemer Road
London, Ontario N6E 1P9
519 686-3620

Clients who wish to provide feedback in writing may do so by completing an onsite customer feedback form available at the reception desk or on our website, or may provide feedback verbally to any Heritage employee.

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



H. Training

Heritage will provide accessible customer service training to:

- All employees
- Anyone involved in the development and approval of customer service policies, practices, and procedures
- Anyone who provides goods, services or facilities to our direct customers on our behalf.

New employees will be trained on accessible customer service within 30 days after being hired.

Training Provisions:

- As reflected in *Ontario Regulation 429/07*, regardless of the format, training will cover the following:
 - A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
 - A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
 - 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 use of a support person or service animal.
- Instructions on how to use equipment or devices that are available at our 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 our services.
- Heritage policies, procedures and practices pertaining to providing accessible customer service to clients with disabilities.
- Instructions on what to do if a person with a disability is having difficulty in accessing Heritage's goods, services or facilities.

Training Schedule:

- Heritage will provide training as soon as practicable. Training will be provided to new employees during orientation. Staff will also be trained when changes are made to our accessible customer service policies.

Record of Training:

Heritage will keep a record of training that includes the dates training was provided and the name of employees who attended the training.



I. Notice of Availability and Format of Documents

Heritage shall notify clients that the documents related to the *Accessibility Standards for Customer Service* 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 in Heritage's premises, as well as Heritage's website.

If you have any questions or concerns about this policy or its related procedures please contact:

Human Resources
HR@heritage-coffee.com
(519) 686-3620
Heritage Coffee Co., Ltd.
97 Bessemer Road
London, Ontario N6E 1P9
<http://heritage-coffee.com>

This policy and its related procedures will be reviewed as required in the event of legislative changes.

J. Modifications to this or other Policies

Any policies of Heritage that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.