



ACCESSIBLE CUSTOMER SERVICE

Providing Goods and Services to People with Disabilities

The company is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

We will ensure that our staff is trained and familiar with various assistive devices we may have on site or that we may provide that could be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

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. Fees will not be charged for support persons.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities occurs, the company will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at the reception desk and scale house.

Training

The company will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard.
- Our company's plans related to 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.
- What to do if a person with a disability is having difficulty in accessing goods and services provided by our locations.
- Staff will also be trained when changes are made to your plan.

Feedback Process

Customers who wish to provide feedback on the way the company provides goods and services to people with disabilities can call the Human Resources Department at 905-835-1203. All feedback, including complaints, will be investigated. Customers can expect to hear back in three (3) business days.

Notice of Availability

The company will notify the public that our policies are available upon request by posting a copy on our website.

Modifications to this or Other Policies

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.