

Foodland Accessibility Policy

Policy Statement

Foodland is committed to providing exceptional and accessible service in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) for its customers and shall use reasonable efforts to ensure that its policies, procedures and practices are consistent with the following principles:

- (a) Goods and services will be provided in a manner that respects the *dignity* and *independence* of all customers.
- (b) The provision of services to persons with disabilities will be *integrated* wherever possible.
- (c) Persons with disabilities will be given an opportunity *equal* to that given to others, to obtain, use or benefit from the goods and services provided by and on behalf of Foodland.

Policy Requirements

1) Use of Service Animals and Support Persons

- a. If a person with a disability is accompanied by a guide dog or other service animal, Foodland will ensure that the person is permitted to enter a Foodland store with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law. Where a service animal is excluded by law, Foodland will ensure that other measures are available to enable the person with a disability to obtain, use and benefit from Foodland goods and services. The service animal must be under the care and control of the individual at all times.
- b. If a person with a disability is accompanied by a support person, Foodland will ensure that both persons are permitted to enter a Foodland, and that the person with a disability is not prevented from having access to the support person. Foodland may require a person with a disability to be accompanied by a support person when in a Foodland, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others in the facility. If an amount is payable by a support person for admission, or otherwise, to a premise, Foodland will ensure notice is given in advance about the amount.

2) Notice of Temporary Disruptions

Foodland shall provide notice of disruption of services under this policy to the public.

Any notice of disruption will contain the following:

- Reason for the disruption
- Anticipated duration
- Alternative facilities or services

Foodland will provide such notice in at least one of the following three methods:

- Notice physically posted at the site of the disruption;
- Notice on Foodland website or,
- Notice in local newspaper

3) Accessibility Training Policy

- a. Every person who deals with members of the public or who participates in developing Foodland policies, practices and procedures governing the provision of goods and services to the public, including Company staff, volunteers, agents, contractors and others who provide service on behalf of the Foodland will receive training regarding the provision of goods and services to persons with disabilities.
- b. The training will include the following information:
 - i. The purposes of the Accessibility for Ontarians with Disabilities Act;
 - ii. How to interact and communicate with persons with various types of disabilities;
 - iii. How to interact with persons with disabilities who use an assistive device, or require the assistance of a service animal or support person;
 - iv. How to use equipment made available by Foodland to help people with disabilities to access goods and services; and
 - v. What to do if a person with a disability is having difficulty accessing Foodland goods and services

- c. Training will be provided to each person according to his or her needs and duties and as soon as is practicable after he or she is assigned the applicable duties. Training will be provided on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods or services to persons with disabilities. A record of the dates on which training is provided and the number of individuals to whom it is provided will be kept.

4) Feedback Process

Foodland accepts feedback on the AODA from the public in a variety of methods including:

- Phone
- In person
- Fax
- Email
- And, through feedback forms

All feedback will be reviewed. Complaints will be investigated and follow up will be provided to the customer when requested.

5) Documents

Foodland will provide a written description of our policies, practices and procedures relating to accessibility to customers who request it. We will take into account the person's ability to access the information and will provide the document or information contained in the document in a format that reasonably meets those needs as agreed upon with the person. Notice of availability will be provided on the Foodland website and through other printed methods.