



222 BELL BOULEVARD, PO BOX 997, BELLEVILLE, ON K8N 5B6 • PH 613-967-1070 • FX 613-968-2005

AODA ACCESSIBILITY FOR ONTARIANS WITH A DISABILITY SERVICE POLICY STATEMENT AND ACCESSIBILITY PLAN

Purpose and Scope:

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is Provincial Legislation with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.

Ontario Regulation 429/07 entitled “Accessibility Standards for Customer Service” came into force on January 1, 2008 and applies to all employees as of January 1, 2012. This regulation establishes accessibility standards specific to customer service for public sector organizations and other persons of organizations that provide good and services to members of the public or other third parties.

This policy is in accordance with the Accessibility Standards for Customer Service Ontario Regulation 429/07 and addresses the following:

- The provision of goods and services to persons with disabilities
- The use of assistive devices by persons with disabilities
- The use of service animals by persons with disabilities
- The use of support persons by persons with disabilities
- Notice of temporary disruptions in services and facilities
- Staff training
- Feedback regarding the provision of goods and services to persons with disabilities
- Notice of availability and format of documents and meetings

This policy applies to all employees of Reid’s Dairy Company Ltd.

1. Purpose

The purpose of establishing an AODA Policy at Reid’s Dairy is to meet the needs of persons with disabilities with regards to accessing our goods and services. Our company is committed to providing accessible customer service.

2. Our Commitment



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Reid's Dairy Company Ltd. strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. Reid's Dairy Company Ltd. are also committed to giving people with disabilities the same opportunity to access our good and services and allowing them to benefit from the same goods and services, in the same place and in a similar way as other individuals.

3. Providing Good and Services to People with Disabilities

Reid's Dairy Company Ltd. is committed to excellence in serving all individuals including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

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

Reid's Dairy staff will be trained on how to interact and communicate with people with various types of disabilities.

3.2 Telephone Services

We are committed to providing fully accessible telephone service to all individuals we deal with. We will train staff to communicate over the telephone in a clear and plain language and to speak clearly and slowly, as might be required.

3.3 Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services that we provide. We will ensure that our staff is trained and familiar with various assistive devices that may be used by individuals with disabilities accessing the goods and services we provide.

Assistive devices can include, but are not limited to:

- Hearing aids
- Ramps and platforms for wheelchair accessibility
- Wheelchairs
- Electronic devices that make communication possible
- Modified or customized job equipment
- Magnifiers, talking books, closed circuit television
- Braille note-taking computers



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- Speech recognition devices

4.0 Use of Service Animals and Support Personnel

Reid's Dairy is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff are properly trained in how to interact with people with disabilities who are accompanied by a service animal. We understand they provide a wide range of assistance which includes guiding a person who is blind, alerting a person who is deaf to certain sounds, opening doors and retrieving items for individuals with mobility disabilities, emotional support for persons with mental illness, and many other forms of assistance.

Locations on our premises that people with disabilities are welcome with their service animal are:

- Retail Store
- Gazebo area
- Playground area

Reid's Dairy is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter our premises with their support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person on our premises.

5.0 Notice of Temporary Disruption

Reid's Dairy will provide individuals with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

A notice will be placed at all public entrances and service counters located on our premises.

6.0 Feedback Process

The main goal of Reid's Dairy Company Ltd. is to meet and exceed expectations while serving individuals with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Comments can be directed to retail store management.

7.0 Modifications to Current Policies



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We are committed to developing disability service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Reid's Dairy Company Ltd. that does not respect and promote the dignity and independence of people with disabilities will be modified and/or removed.

