



<b>ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE</b>	<b>EFFECTIVE DATE: JANUARY, 2015 REVIEW: January 2019</b>	<b>Page 1 of 5</b>
<b>SUBJECT: Integrated accessibility services for customers at Kisko Products premises</b>		

**Statement of commitment**

Kisko Products is committed to excellence in serving all customers including people with disabilities. All goods and services provided by Kisko Foods shall follow the principles of dignity, independence, integration and equal opportunity.

**Purpose of the policy**

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*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

**Scope**

- a) This policy applies to the provision of goods and services at premises owned and operated by Kisko Products.
- b) This policy applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Kisko Products, including when the provision of goods and services occurs off the premises of Kisko Products such as in: delivery services, vendors, drivers, and third party agencies.
- c) The section of this policy that addresses the use of service animals only applies to the provision of goods and services that take place at premises owned and operated by Kisko Products.
- d) This policy shall also apply to all persons who participate in the development of the Kisko Products policies, practices and procedures governing the provision of goods and 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 customers 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.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

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:**

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

Kisko Products 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 customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers 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**

### Customer's own assistive device(s):

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Kisko Products.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. Where an individual requires assistive devices for the purposes of mobility, and are not able to access our front lobby, we will accommodate their needs by asking that they contact us in advance in order to make arrangements to meet their service needs in an alternate

## **C. Service Animals**

We welcome people with disabilities and their service animals. Due to strict guidelines food manufacturing guidelines, service animals are allowed in the front office area only.

### Exclusion Guidelines:

If a service animal is excluded by law, Kisko Products will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

### Recognizing a Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Kisko Products may request verification from the customer.

Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

### Care and Control of the Animal:

The customer that is accompanied by a service animal is responsible for maintaining care and control of the animal at all times.

### Allergies

If a health and safety concern presents itself, for example, an individual, has a severe allergy to the service animal, Kisko Products will make all reasonable efforts to meet the needs of all individuals

#### **D. Support Persons**

If a customer with a disability is accompanied by a support person, Kisko Products will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

#### **E. Notice of Disruptions in Service**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Kisko Products. In the event of any temporary disruption to facilities or services that customer's with disabilities rely on to access or use Kisko Products goods or services, reasonable efforts will be made to provide advance notice. In some circumstances, advance notice may not be possible.

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

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

When disruptions occur Kisko Products 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 Kisko Products website; [www.kiskofreezies.com](http://www.kiskofreezies.com)
- contacting customers with appointments;
- verbally notifying customers when they are making an appointment; or
- Any other method that may be reasonable under the circumstances.

#### **F. Training for Staff**

Training will be provided to:

- a) all employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Kisko Products.
- b) those who are involved in the development and approval of customer service policies, practices and procedures.

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 assistance of a service animal
  - require the use of a support person
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Kisko Products policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

### **G. Feedback Process**

Kisko Products shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities (TR – F046). Information about the feedback process will be readily available to all customers and notice of the process will be made available by phone, fax, e-mail, or website.

Customers can submit feedback to:

Kisko Products  
50 Royal Group Crescent Unit #1,  
Woodbridge, ON L4H 1X9

Ph. 905 652 2363  
Toll Free: 1 866 905 4756  
Fax: 9056527981  
Website: [www.kiskofreezies.com/contact.htm](http://www.kiskofreezies.com/contact.htm)

All feedback will be logged. Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

If you have any questions or concerns about this policy or its related procedures please contact the above. This policy and its related procedures will be reviewed as required in the event of legislative changes.