

Providing Goods and Services to People with Disabilities

Kardish Health Food Centre is committed to excellence in serving all customers, including people with disabilities, in a way that allows them to maintain their dignity and independence.

Accessible Customer Service Plan

1. Assistive devices

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

2. Communication

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

3. Service Animals

A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. “No pet” policies do not apply to guide dogs, service animals and/or service dogs.

If a service animal is excluded by law from our premise, an alternate measure will be devised in consultation with the customer, to access our services.

4. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to Kardish Stores and/or services for customers with disabilities, Kardish Health Food Centre 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 alternatives, if available.

The notice will be placed on the Kardish Health Food Centre Website and on the store front.

5. Training

Kardish Health food Centre will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf within the first month of employment. Training will be in alignment with the employees' positions and assigned responsibilities.



Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Kardish Health Food Centre's plan 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
- How to use help with providing goods and services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing Kardish Health Food Centre's goods and services

Staff will also be trained when changes are made to your accessible customer service plan.

6. Feedback process

Customers who wish to provide feedback on the way Kardish Health Food Centre provides goods and services to people with disabilities can send an e-mail to *info@kardishfoods.com*.

All feedback, including complaints, will be reviewed by our corporate office. Customers can expect to hear back within five business days.

7. Modifications to this or other policies

Any policy of Kardish Health Food Centre that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

