

## **Accessibility for Ontarians with Disabilities Act (AODA) Policy**

### **Statement of Commitment**

Greenstone Meats is committed to providing a barrier-free environment for all our employees and any other individual who may enter our premises. We are committed to making every reasonable effort to ensure that people with disabilities are treated with dignity and respect in a manner that upholds their independence. We are also committed to providing people with disabilities with the same access to our services and employment.

### **Scope and Applicability**

This policy applies to all employees who work for Greenstone Meats and provide goods and services to members of the public and/or third parties on behalf of Greenstone Meats. This policy applies to persons with disabilities who access Greenstone Meats's goods and services or facilities.

Greenstone Meats strives to ensure that its policies, practices and procedures are consistent with the following core principles as outlined in the Accessibility for Ontarians with Disability Act, 2005.

- Dignity – Services are provided in a respectful manner consistent with the needs of the individual.
- Independence – Services for persons with disabilities shall support their independence while respecting their right to safety and personal privacy.
- Integration – Allows persons with disabilities to fully benefit from the same services, in the same place and in the same or similar manner as other customers or employees.
- Equal Opportunity – Persons with disabilities will be given equal opportunity to obtain, use and benefit from goods and services.

### **Communication**

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

### **Use of service animals and support persons**

Greenstone Meats is committed to welcoming people with disabilities who are accommodated by a support person or service animal. If a person with a disability is accompanied by a support person or service animal, Greenstone Meats will ensure that all parties are permitted to enter the office, and that the person with a disability has access to the support person or service animal at all times.

### **Notice of Temporary Disruptions**

Greenstone Meats will notify employees if there is a planned or unexpected disruption of facilities or services typically used by persons with disabilities in order to access the Company's goods and services. The notice will be posted at the entrance of the affected premises and on our website.

## **Customer Service Standard**

Greenstone Meats has developed policies to comply with Regulation 429/07 of the AODA – Accessibility Standards for Customer Service. Regulation 429/07 sets out guidelines for preventing and removing barriers to accessibility to improve the customer service standards. Greenstone Meats is committed to excellence in serving all customers including persons with disabilities. We have put the customer service policies into practice as required by the Accessibility for Ontarians with Disabilities Act, 2005.

Greenstone Meats's Accessible Customer Service Policy outlines our commitment to accessibility for each of the Customer Service Standards.

Greenstone Meats has trained employees on accessible customer service, and has created on-going process to train new hires with regards to the customer service standard.

## **Training**

Greenstone Meats provides training to all Ontario-based employees on Ontario's accessibility laws and on the Ontario Human Rights Code as it relates to people with disabilities. Greenstone Meats takes the following steps to ensure employees are provided with the training needs to meet Ontario's accessible laws.

- Employees receive training with respect to AODA policies and who to contact if they or a customer requires accommodation.
- Employee training is conducted during new hire orientation.
- Employees will be updated or re-trained if there are changes to AODA legislation or policies. Training records are tracked and maintained.

## **Accessible Website**

Greenstone Meats will ensure that its internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines ("WCAG") 2.0 Level AA, (except where this is impracticable), as outlined by the IASR.

## **Feedback**

Greenstone Meats will ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request.

For more information regarding the feedback process, please contact:

**Brenda Norman, Director, Human Resources**

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**416-645-4630**

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**Definitions:**

The AODA and Ontario Regulation 429/07 contain and refer to various definitions that are relevant to this policy, some of which are set out below.

1. **Barrier:** anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, or an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice (obstacle)
2. **Disability:**
  - 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 a 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 (“handicap”).
3. **Guide Dog:** a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations (Blind Persons’ Rights Act 1990 s1 (1).
4. **Service Animal:** Section 4(9) of the Accessibility Standards on Customer Service indicates that an animal acting as a service animal for a person with a disability, (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
5. **Support Person:** in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.