



# Accessible Customer Service Policy and Procedure

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## **Policy Statement:**

Floradale Feed Mill LIMITED is committed to excellence in serving all customers including people with disabilities.

## **Purpose**

This policy is intended to address the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and related customer service standard introduced under the legislation, ensuring that persons with disabilities are provided equal opportunities and standards of services. The established procedures shall ensure compliance by recognizing the use of assistive devices, support persons, service animals and other accessible means.

## **Procedures**

**Assistive Devices:** FFM LIMITED will accommodate the use of assistive devices by individuals when accessing services, unless otherwise prohibited due to health and safety or privacy issues.

**Service Animals:** FFM LIMITED will accommodate the accompaniment of service animals in areas that are open to the public, unless prohibited by law.

**Support Persons:** FFM Limited will accommodate the need for a support person to support and assist an individual with a disability when accessing services.

**Training:** FFM LIMITED shall provide training on an ongoing basis to all staff who interact with the public; i.e. office staff, sales staff. This training shall include:

- The purpose of the AODA and the requirements of the Customer Service Standard, Ont. Reg. 429/07
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device, require assistance or have a support person.

**Feedback:** Feedback about this policy or procedure shall be received in any form: in person, in writing, by email ([codyf@ffmltd.com](mailto:codyf@ffmltd.com)) and shall be reviewed by an appropriate staff member.



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**Notice of Temporary Disruption:** In the event of a planned or unexpected disruption to services or facilities for customers with disabilities FFM LIMITED will notify customers promptly by posting on the company website information about the reason for disruption, its anticipated length of time, and a description of alternative facilities or service, if available.

**Notice of Availability:** FFM LIMITED will notify the public that our documents related to accessible customer services are available upon request by posting a notice on the company website and at the service counter.

**Modifications to This or Other Policies:** Any policy, practice or procedure of Floradale Feed Mill LIMITED that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

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