

Trenton Cold Storage Group Human Resources ACCESSIBILITY POLICY

STATEMENT OF TRENTON COLD STORAGE GROUP

1.1 Intent

The purpose of this policy is to determine how Trenton Cold Storage will adhere to the *Accessibility for Ontarians with Disabilities Act (AODA)*, including but not limited to customer service, training, and recruitment.

1.2 Commitment of Trenton Cold Storage Group

What is accessibility? This simply means giving people of all abilities opportunities to participate fully in everyday life.

1 in 7 people in Ontario have a disability. Customers with disabilities are a growing market no business can afford to overlook.

A disability can happen to anyone at any time. Some people are born with a disability. For others, a disability happens because of an illness or accident. Sometimes it's because the person is getting older. Types of disabilities include: visual, hearing, deaf-blind, physical, speech or language, mental health, intellectual or developmental, learning.

Trenton Cold Storage Group is committed to excellence in serving all customers including people with disabilities. We recognize the importance of providing accessible goods and services, as well as providing excellent customer service to all individuals.

1.3 Application of the policy

This policy applies to all those working for Trenton Cold Storage Group in Ontario, including secretarial, support, professional, warehouses, manufacturing, and administrative staff. We will ensure that our people will communicate with people with disabilities in a way that takes into account their disability. We welcome people with disabilities and their service animals or support devices on the parts of our premises that are open to the public. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on to our premises. Fees will not be charged for support persons.

1.4 Definitions

Accessibility for Ontarians with Disabilities Act (AODA):

The Accessibility for Ontarians Act, 2005 (AODA) is a law that allows the government to develop specific standards of accessibility and to enforce them. The standards of the act require organizations to identify, remove and prevent barriers for people with disabilities in their daily lives.

Accessibility:

Giving people of all abilities opportunities to participate fully in everyday life by removing any barriers that make it difficult for people with disabilities

Disability:

A disability is a condition that limits a persons ability in some form, types of disabilities include: visual, hearing, deaf-blind, physical, speech or language, mental health, intellectual or developmental, learning.

1.5 Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Trenton Cold Storage will notify customers promptly in advance by phone or e-mail.

1.6 Documentation

Trenton Cold Storage will thoroughly document all accommodations and accommodation plans in the employee personnel file. Documentation will abide by the companies confidentiality policy.

1.7 Recruitment, assessment and selection process

All external and internal job postings will have a statement indicating to advise if applicant requires accommodations. Trenton Cold Storage will not discriminate against people with disabilities throughout the assessment and selection process. All selections will be fairly assessed against the job description/specifications and bonafide job requirements.

1.8 Training

Training will be provided to employees. Individuals will receive training during orientation for new staff members and all existing employees will be trained. Training

will include an overview of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the customer service standard.

- a) How to interact and communicate with people with various types of disabilities
- b) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- c) What to do if a person with a disability is having difficulty in accessing Trenton Cold Storage services.
- d) Training will also be provided when changes are made to the plan.

This policy is not intended to constrain social interaction among people.

1.9 Communication

It is important to TCS to take responsibility in providing excellent accessible customer service for persons with disabilities to our customers. Some examples of ways to communicate effectively are:

- A) Asking your customer, “May I help you?” instead of assuming that they need assistance
- B) Speaking directly with the person and not their support person
- C) Being patient and remaining calm
- D) Allowing individuals with disabilities to use any assistive devices that they may require
- E) Respecting the use of all assistance devices, service animals, and service persons
- F) Take the time to get to know the customer’s needs and focus on meeting those needs just as you would any other customer

1.9.1 Communication Supports for Employees

In the event that an employee of Trenton Cold Storage requires communication supports, support will be provided. Trenton Cold Storage will determine support on a case by case basis, and on individual needs. Trenton Cold Storage is committed to their employees and will provide communication support to employees who require it. Any accommodations made will be documented in the employees personnel file.

1.9.2 Support Persons

Trenton Cold Storage welcomes support persons who assist individuals with a disability onto company premises that are open to the public. In the event that a support person should accompany a customer, that individual may be asked to sign a confidentiality agreement before confidential information is discussed with the customer. All communication will be directed toward the customer as per our training standard.



1.9.3 Service Animals

Trenton Cold Storage welcomes any and all service animals onto company premises that are open to the public. However, in the event that a service animal is not able to access an area due to AIB, HCCAP, or any other regulations, Trenton Cold Storage will make other arrangements to meet that customers needs.

1.10 Feedback

Customers who wish to provide feedback on the way Trenton Cold Storage provides goods and services to people with disabilities are welcome to contact us via e-mail or telephone. All feedback will be directed to the Human Resources department to address, and direct to the right individual. Customers can expect to hear back in two business days.

1.11 Emergency Response and Procedures

In the event of an emergency Trenton Cold Storage will assign someone to assist any individuals with disabilities whether they are visitors on company property or employees of Trenton Cold Storage, with the appropriate response to the emergency (lockdown, evacuation etc.).

1.12 Return to Work Process

In the event that a Trenton Cold Storage employee becomes injured at work and develops a disability due to that injury, Trenton Cold Storage will work with that employee to get them back to their regular duties. In the case where the disability has caused the employee to no longer perform their regular duties, alternative duties will be given to the employee, up to and including re-training if necessary.

1.13 Modifications

Any policy of Trenton Cold Storage that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Marie Sullivan
Manager, Human Resources

Dec 2015
Date