

Accessible Customer Service Plan (update July 2016)

A. Application

Quality Cheese Inc. recognizes the importance of the principles of integration, equal opportunity, dignity and independence of people with disabilities. This Accessible Customer Service Plan applies to all Quality Cheese Inc. employees, volunteers, contractors and others who deal with the public or other third parties who provide goods and services to customers on behalf of Quality Cheese Inc., as well as those who are involved in the development of policies, procedures and practices pertaining to the provision of goods and services to customers.

B. Providing Goods and Services to People with Disabilities

Quality Cheese Inc. is committed to excellence in serving all customers including people with disabilities.

Communication

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

Telephone services

We are committed to providing fully accessible telephone service to our customers. In the event that a customer is restricted from communicating by telephone, we will offer to communicate by email.

Assistive Devices

Assistive devices that may be used by people with disabilities will be welcome on Quality Cheese Inc.'s premises open to customers, including but not limited to canes, crutches, walkers, wheelchairs, scooters, oxygen tanks, screen readers, listening devices, speech amplification devices, magnification devices, note-taking devices, and communication boards. We will provide training on various assistive devices that may be used by customers with disabilities while accessing our goods and services.

Service Animals

We welcome service animals that serve people with disabilities in those areas of Quality Cheese Inc.'s premises that are open to customers, and will permit the customer to keep the service animal with him or her, except where otherwise excluded by law from the premises. In the event that a service animal is otherwise excluded by law from the premises, we will work with the customer to find ways to provide an alternative method of obtaining, using or benefitting from our goods and services. If we cannot easily identify that the animal is a service animal, we will ask people with disabilities to provide documentation from a regulated health professional. The documentation must confirm that the person needs the service animal for reasons relating to their disability.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. In certain cases, Quality Cheese Inc. may require a person with a disability to be accompanied by a support person for health or safety reasons. Before making a decision, Quality Cheese Inc. will consult with the person with a disability to understand their needs, consider health or safety reasons based on available evidence, and determine if there is no other reasonable way to protect the health or safety of the person or others on the premises. Fees will not be charged for support persons.

Billing

We are committed to providing accessible invoices to all our customers. For this reason, invoices will be provided in hard copy or by email. We will answer any questions customers may have about the content of the invoice in person, by telephone or by email.

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C. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Quality Cheese Inc. will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Types of Service Disruptions

Temporary service disruptions may result due to many different situations. The following is a list of some common circumstances that may result in a service disruption. This list is not exhaustive:

- Washroom Closure
- Renovations
- Nearby Construction
- Power Failure

The notice will be placed at the entrances to our premises.

D. Training

Quality Cheese Inc. will provide training to employees, volunteers, contractors and others who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained:

- Head Office
- General Store
- Sales and Marketing
- Plant Production
- Supply Chain

This training will also be provided within 30 days after the commencement of duties.

Training will include:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005;
- The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/08);
- How to interact and communicate with people with various types of disabilities, including by telephone, email and alternative methods;
- 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 interact with and respond to concerns about service animals;
- What to do if a person with a disability is having difficulty in accessing Quality Cheese Inc.'s goods and services; and
- Quality Cheese Inc.'s policies, practices and procedures relating to the customer service standard.

Employees, contractors and others who deal with the public or other third parties on their behalf will also be trained when changes are made to this Plan.

Quality Cheese Inc. will keep a log of the training it provides, including who was trained, on what and when.

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E. Feedback Process

Customers who wish to provide feedback on the way Quality Cheese Inc. provides goods and services to people with disabilities can be made via telephone, in-person, email or by completing the Quality Cheese Inc.'s Accessibilities Feedback form. Quality Cheese Inc. will ensure that its feedback process is accessible by providing or arranging for accessible formats and communication supports, upon request and to the extent practicable.

All feedback will be directed to our Manager, Administrative Services. Customers can expect to hear back within 10 business days of receipt of feedback. Complaints will be addressed according to Quality Cheese Inc.'s regular complaint management procedures.

F. Modifications To Other Policies

Any policy of Quality Cheese Inc. that does not respect and promote integration, equal opportunity, dignity and independence of people with disabilities will be modified or removed.

G. Questions About This Plan

A copy of this Plan will be posted on the Quality Cheese Inc. website. Customers with disabilities who request a copy of this Plan will be provided it in a format that takes into account their disability, to the extent practicable.

If anyone has a question about this Plan or the purpose of this Plan is not understood, an explanation will be provided by our Manager, Administrative Services, via email. All inquiries should be directed to our Manager, Administrative Services.