



Customer Service Accessibility Policy

1. Our Mission

The mission of Maple Lodge Farms Ltd. is to be ‘the choice for chicken’ by genuinely caring for our customers and providing wholesome, best quality chicken with unparalleled service.

2. Our Commitment

In fulfilling our mission, Maple Lodge Farms Ltd. strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

3. Providing goods and service to people with disabilities

Maple Lodge Farms is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

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

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

3.2 Telephone Services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by, email or internet or written

documentation if telephone communication is not suitable to their communication needs or is not available.

3.3 Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff members are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

3.4 Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: **hard copy, large print, e-mail etc.**

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

4. Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal at our Chicken Shop & Factory Outlet at 8175 Winston Churchill Blvd, Brampton, ON. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. (Due to the nature of our business at Maple Lodge Farms Ltd. 8301 Winston Churchill Blvd, Brampton, ON all animals are prohibited including Service Animals.)

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Maple Lodge Farms Ltd. premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

5. Notice of Temporary Disruption

Maple Lodge Farms Ltd. will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.

6. Training for Staff

Maple Lodge Farms Ltd. will provide training to all employees and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

This training will be provided during employee induction prior to staff commencing their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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
- What to do if a person with a disability is having difficulty in accessing Maple Lodge Farms Ltd. goods and services
- Maple Lodge Farms Ltd. policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

7. Feedback Process

Feedback Process:

Customers who wish to provide feedback on the way Maple Lodge Farms' provides goods and services to people with disabilities can provide feedback in the following way(s): Contacting Customer Service: via phone 1-888-664-4444, via email customerservice@maplelodgefarms.com, via website www.maplelodgefarms.com Inquiry form. All feedback, including complaints, will be handled in the following manner: If the inquiry is received via phone it will be addressed as such; if the inquiry is received via email it will be addressed as such; if the feedback is received via website it will be responded to via email unless otherwise requested; some complaints may also be addressed via correspondence sent via mail. Customers can expect to hear back in 3 business days.

8. Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Maple Lodge Farms Ltd. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9. Questions

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by the Human Resources Department.