
ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICES

PURPOSE

Agway Metals Inc (Agway) is committed to removing and preventing barriers to accessibility and meeting the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Agway shall follow the principles of dignity, independence, integration and equal opportunity

In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, this policy addresses the following:

- Provision of Goods and Services to Persons with Disabilities
- Use of Assistive Devices
- Use of Guide Dogs, Service Animals and Service Dogs
- Use of Support Persons
- Notice of Service Disruptions
- Customer Feedback
- Training
- Notice of Availability and Format of Required Documents

Agway understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

SCOPE

This Policy applies to all individuals working for the organization, including full and part time employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Agway, including when the provision of goods and services occurs off the premises of Agway, such as delivery.

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SUPPLEMENTAL DOCUMENTS

Purpose:	Document Name:
Multi-Year Accessibility Plan	Accessibility Plan
Documents Available Notification	Documents Available
Customer Feedback Form	Customer Feedback
Notice of Service Disruption Template	Notice of Service Disruption
Individual Accommodation Request Form	Accommodation Plan Form
Individualized Emergency Response Plan	Individualized Emergency Response Plan
Consent Form	Consent Form

DEFINITIONS

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker, or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- 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 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.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons’ Rights Act, to provide mobility, safety and increased independence for people who are blind.

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Service Animal – as reflected in Ontario Regulation 429/07, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in Health Protection and Promotion Act, Ontario Regulation 562 a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
- the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – as reflected in Ontario Regulation 429/07, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

PROVISION OF GOODS AND SERVICES TO PERSONS WITH DISABILITIES

Agway will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner (i.e. accessible parking spaces, automatic doors, accessible washrooms, automatic paper towel dispensers in washrooms, accessible height service counters and desks);
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer's disability.

COMMUNICATION

Agway communicates with people with disabilities in ways that take into account their disability. This may include written or verbal communication.

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Agway will provide any documents and information about our organization and its services, in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at a cost that is no more than the regular cost charged to other persons.

If Agway determines that information or communications are unconvertible, Agway shall provide the requestor with an explanation as to why the information or communication are unconvertible and a summary of the unconvertible information or communications.

Agway notifies customers about the availability of accessible formats and communication supports by posting a statement on our website and having documents at the customer entrance point at each location:

- Brampton: front desk
- Exeter: front desk
- Oakville: shipping entrance

When maintaining the company website, Agway ensures compliance with the WCAG 2.0 Guidelines as outlined in the Accessibility Standard for Information and Communications.

USE OF ASSISTIVE DEVICES

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Agway.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

USE OF GUIDE DOGS, SERVICES ANIMALS AND SERVICE DOGS

A customer with a disability that is accompanied by a guide dog, service animal or service dog will be allowed access to the premises of Agway except for the plant environment when work is being completed, as CSA approved safety shoes, hearing protection and eye protection are required at all times. In the event that a service animal is not permitted in a safety sensitive area of our facility, we will immediately discuss options for providing goods with the individual.

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Care and Control of the Animal

The customer that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all times.

Allergies

If a health and safety concern presents itself (i.e. severe allergy to the animal), Agway will make all reasonable efforts to meet the needs of all individuals.

SUPPORT PERSONS

If a customer with a disability is accompanied by a support person, Agway will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

NOTICE OF DISRUPTIONS IN SERVICE

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Agway. In the event of any temporary disruptions to facilities or services that customer's with disabilities rely on to access or use Agway's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

In the event that a notification needs to be posted, the following information will be included:

- Goods or services that are disrupted or unavailable
- Reason for the disruption
- Anticipated duration
- Description of alternative services or options

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NOTIFICATION OPTIONS

When disruptions occur, Agway will provide notice by:

- Posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption;
- Verbally notifying customers; or
- By any other method that may be reasonable under the circumstances.

FEEDBACK PROCESS

Customers who wish to provide feedback can do so by completing the Customer Feedback Form available at the reception desk in all locations. Agway ensures our feedback process is accessible to people with disabilities. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request. The customer can also ask to speak with Human Resources directly. Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

RECRUITMENT AND EMPLOYMENT

Agway notifies job applicants that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in the selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

Additionally, Agway notifies successful applicants of policies for accommodating employees with disabilities when making offers of employment. We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

Agway will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for information that is needed to perform the employee's job, and information that is generally available to employees in the workplace.

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Where needed, Agway will also provide customized emergency information to help an employee with a disability during an emergency. Details on Agway's process for establishing and maintaining an individualized emergency response plan are outlined in policy B-010 Emergency Response Plan.

Agway has a written process to develop individual accommodation plans for employees, including employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

TRAINING

Training will be provided to:

- All employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Agway Metals Inc; for example: salespersons, drivers, vendors, event operators, call centers and third party marketing agents; and
- Those who are involved in the development and approval of customer service policies, practices and procedures.

Training Provisions

As reflected in Ontario Regulation 429/07, regardless of the format, training will cover the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- A review of the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - > use assistive devices;
 - > require the assistance of a guide dog, service dog or other service animal; or
 - > require the use of a support person (including the handling of admission fees).
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Agway Metals Inc's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.
- Our full training program is available in accessible formats at any point by request to Human Resources.

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Training Schedule

Agway Metals Inc will provide training as soon as practicable. Training will be provided to new employees during orientation. Revised training will be provided in the event of changes to legislation, procedures and/or practices. Accommodations to the mode of training delivery are available upon request to Human Resources.

Record of Training

Agway Metals Inc will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

NOTICE OF AVAILABILITY AND FORMAT OF DOCUMENTS

Agway shall notify customers that the documents related to the Accessibility Standard for Customer Service are available upon request at each location and in a format that takes into account the customer's disability.

Notification will be given by posting the information in a conspicuous place, and/or any other reasonable method.

Locations:

- Brampton: front desk
- Exeter: front desk
- Oakville: shipping entrance

CHANGES TO EXISTING POLICIES

All policies have been reviewed to ensure that they respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities.

This document is publicly available. Accessible formats are available upon request.

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UPDATES / REVISIONS

Revision Number	Revision Date	Description of Change	Change Approved By
01	Jan 2012	Initial Policy	J. Robertson
02	May 2012	Updated complete policy, added supplemental documents	J. Robertson
03	Jan 2013	Reviewed, updated scope	J. Robertson
04	May 2016	Updated Use of Guide Dogs, Feedback Process, Training, and Documents Available Notification	J. Robertson
05	Nov 2018	Updated supplemental documents, grammatical changes.	J. Robertson
06	May 2021	Updated Training Requirements, Recruitment Process, Updated the Supplementary Documents.	M. Forrest