

Accessibility For Ontarians with Disabilities Policy

Statement

Neal Brothers is committed to ensuring accessibility for all persons with a disability and to providing excellence in serving all customers including people with disabilities. For this Policy, “customer” includes all members of the public and third party providers, such as consultants, vendors and professional service providers to whom Neal Brothers provides goods or services.

Neal Brothers will strive to always provide goods or services in a timely manner that respects the dignity and independence of persons with disabilities. Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

Assistive devices

We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

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

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

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.

While on our premises, the person with a disability shall be permitted to have access to his or her support person at all times.

Unless there are overriding health and safety concerns, the person with a disability may choose not to be accompanied by his or her support at all times.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Neal Brothers will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be posted wherever possible and appropriate, such notice will be provided to an affected customer via email or telephone, or if applicable, posted in the reception area.

Training for Employees

Neal Brothers will provide training to all employees, and others who deal with the public or other third parties on Neal Brothers behalf.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act and the requirements of this customer service standard policy;
- 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;
- How to use any equipment or devices Neal Brothers may have on-site that may help with providing goods or services to people with disabilities; and
- What to do if a person with a disability is having difficulty in accessing Neal Brothers goods and services.

Our employees will also be trained when changes are made to this Policy.

Training records will be made and maintained in accordance with the requirements of the Accessibility Standards for Customer Service (O. Reg. 429/07).

Feedback process

Customers or others who wish to provide feedback on the way Neal Brothers provides goods and services to people with disabilities may contact Human Resources by:

Mailing to:

Neal Brothers

Attention: Human Resources
50 Vogell Road, Unit #6
Richmond Hill, Ontario

Email at info@nealbrothersfoods.com

Notice of availability

Neal Brothers will notify the public that our policies are available upon request.