



Human Resources

Accessible Customer Service Plan

Effective Date: February 02 2016

Revision: -1

Revision Date: - June 16, 2016

Page 1 of 2

1.0 PURPOSE AND SCOPE

- a) To promote an environment where people with disabilities can equally access our goods and services.
- b) This procedure outlines how Mariposa Dairy will communicate and work with all customers, including those with disabilities, to ensure all customers are treated fairly.

2.0 DEFINITIONS

Procedure: Specified way to carry out an activity or a process. Procedures can be documented or not.

Assistive Devices: A tool, technology, or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating, or lifting, allowing them to maintain independence.

Support Person: A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs.

Service Animal: An animal trained to assist a person with a disability for a specific task (ie: hearing, seeing). It must be readily apparent that the dog is used for reasons relating to the disability and a note should be provided by a doctor stating the person needs the animal for reasons relating to the disability.

3.0 RESPONSIBILITIES

- a) Mariposa Dairy Ltd. is committed to excellence in serving all customers including people with disabilities.
- b) All Mariposa Dairy personnel are responsible for following the listed guidelines and procedures.
- c) Mariposa Dairy is responsible for training all personnel on the procedures outlined in this SOP.

4.0 PROCEDURE

- a) **Assistive Devices-** Mariposa Dairy will ensure that all staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and/or services.
- b) **Communication-** Mariposa Dairy and their personnel will communicate with people who have disabilities in a way that takes into account their disability. Customers with disabilities can also contact us through our website www.mariposadairy.ca
- c) **Service Animals-** Mariposa Dairy welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. If we cannot easily identify that the animal is a service animal, we can ask the person 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



Human Resources

Accessible Customer Service Plan

Effective Date: February 02 2016

Revision: -1

Revision Date: - June 16, 2016

Page 2 of 2

- d) **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 that are open to the public.
- e) **Training for Staff-** Mariposa Dairy will provide training to all employees. Training will include:
 - a. **An overview of the Accessibility for Ontarians with Disabilities Act, 2005**
 - b. **Mariposa Dairy's accessible customer service plan**
 - c. **How to interact and communicate with people of various types of disabilities**
 - d. **How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.**
 - e. **Staff will also be trained when changes are made to the accessible customer service plan.**
- f) **Modifications to this or other policies-** Any policy of Mariposa Dairy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.