

Since its inception, Fresh-A-Fare Limited (FaF) has provided a high quality grade service that meets or exceeds the expectations of all of our customers (both disabled and non-disabled).

The accessibility to all of our customers plays a very important role in achieving success for Fresh-A-Fare Limited. Our management is committed to providing and maintaining access to our employees and any person entering upon its premises or with connection to the company's business operations. In demonstrating our due diligence Fresh-A-Fare Limited will make every reasonable effort to provide access to all customers with a disability and to comply with the "Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Fresh-A-Fare Limited's target for accessibility is to include but is not limited to the following:

- Developing an Accessibility Plan.
- Training all employees on how to properly and sincerely serve customers with a disability.

The purpose of this Policy is to provide employees with procedures to ensure that disabled customers receive the same high level of service that is afforded customers with no disability. This Policy will also ensure that all aspects of service (basic principles of independence, dignity and integration) required by anyone with a disability are respected.

FaF's accessibility policies and procedures provides a framework to implement standards that management and staff at all levels regularly assess and update to ensure that the accessibility needs of the disabled community are met or exceeded.

The management of Fresh-A-Fare Limited is willing to hear specific concerns as they arise and to assist personnel involved with meeting the requirements as defined that will meet the spirit of its accessibility policies and procedures.

Ester Sattler,  
President & CEO  
Fresh-A-Fare Limited

## **Fresh-A-Fare Customer Service Plan**

The purpose of Fresh-A-Fare Limited's (FaF) Customer Service Plan is to provide employees with procedures to ensure that disabled customers receive the same high level of service that is afforded customers with no disability. This Plan will also ensure that all aspects of service (basic principles of independence, dignity and integration) required by anyone with a disability are respected.

### **Assistive Devices:**

FaF will ensure that its employees are trained and familiar with various company assistive devices, if any. In the absence of any company assistive device FaF's employees will be trained how to assist customers with disabilities. FaF allows in its restaurants any assistive device used by its disabled customers.

### **Communication:**

FaF will train its employees to communicate with disabled customers in ways that take into account their disability. For example: FaF employees will be trained to respond to an impaired vision customer by explaining the menu, assisting them in the order taking process and by supporting them through the payment procedures.

### **Disabled Customer's Service Support:**

FaF welcomes all disabled customers service dogs as well as any personal support person accompanying them.

### **Training:**

All restaurant employees will be trained on how to positively and sincerely serve disabled customers. The training includes but is not limited to the following:

1. All new employees will be given a copy of FaF's Accessibility Policy and Customer Service Plan in their orientation Package and will sign that they understand their responsibility for properly serving disabled customers.
2. FaF's disabled customer service protocols (Customer Service Plan) will be posted on the Health & Safety bulletin board.
3. Existing employees will be trained on FaF's Customer Service Plan.
4. In general FaF's Customer Service Plan includes but are not limited to:
  - How to interact and communicate with people with various types of disabilities
  - How to use assistive devices , if any

- How to handle situation where a disabled customer is having difficulty in accessing the restaurant, understanding the menu, ordering their food, making payment, and/or transporting their tray to a table.
- To not make assumptions on the degree of disability of a customer but how to politely and respectfully ask how they can assist the person.

An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and FaF's disabled customer protocols will be discussed with FaF's senior management.

FaF will post on its website its Customer Service Plan.

**Ongoing Assessment:**

1. FaF welcomes any suggestions on how it can improve its accessibility and service to its disabled customers.
2. FaF's senior management will assess its Customer Service Plan on an annual basis.
3. FaF's senior management will assess the accessibility for disabled customers in each of its restaurants and were possible make physical and operational changes as required.