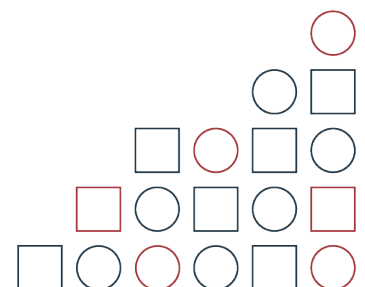


Nutrition International Integrated Accessibility Standards Regulation (IASR) Customer Service Standards Policy



PURPOSE

Nutrition International (NI) is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

We understand 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.

Nutrition International is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Nutrition International will follow the principles of dignity, independence, integration and equal opportunity for all goods and services it provides.

DEFINITIONS

Accessibility - A concept integral to human rights that refers to the absence of barriers that prevent individuals and/or groups from fully participating in all social, economic, political, and cultural aspects of society. The term is often linked to people with disabilities and their rights to access, and also refers to design characteristics of products, devices, information, services, facilities or public spaces that enable independent use, or support when required, and access by people with a variety of disabilities.

Accessible - Refers to products, devices, information, services, facilities, or public spaces that provide for independent, equitable, and dignified access for people with disabilities, including but not limited to those with visual, auditory, sensory, cognitive and mobility related disabilities. The concept of accessible design ensures both “direct access” (i.e., unassisted) and “indirect access,” referring to compatibility with a person’s assistive technology.

Accessible Formats - Refers to formats that are usable by persons with disabilities including but not limited to: large print, recorded audio and electronic formats, and Braille.

Accommodation - Means preventing and removing barriers caused by attitudinal, systemic, physical, information or communications, and technology barriers that unfairly exclude individuals or groups protected by Ontario’s Human Rights Code from having equal access to full benefits available to others. Principles of accommodation include dignity, individualization and inclusion or integration.

Assistive Device - 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 members and guests 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.

Barrier - Anything that prevents a person with a disability from fully participating in all aspects of society because of his/her disability. This includes:

- a physical barrier
- an architectural barrier
- an informational or communications barrier
- an attitudinal barrier
- a policy, practice and procedure barrier

Communications - Interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

Communication Support - May include, but is not limited to, captioning, alternative, and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Disability - Any degree of physical disability, infirmity, malformation or disfigurement including, but not limited to:

- Diabetes mellitus
- Epilepsy
- A brain injury
- Any degree of paralysis
- Amputation
- Lack of physical coordination
- Blindness or visual impediment
- Deafness or hearing impediment
- Muteness or speech impediment; or
- Physical reliance of 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 a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- A mental disorder
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety & Insurance Act, 1997

The definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities the effects of which may come and go.

Information - Includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

Guide Dog - A highly trained working dog that has been trained at one of the special facilities to provide mobility, safety and increased independence for people who are blind.

Service Animal - An animal for a person with disability. It is any animal used by a person with a disability for reasons relating to the disability; or where the person provides a letter from a physician confirming that they require the animal for reasons relating to their disability; or where the person provides a valid identification, card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

Support Person - 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.

Web Content Accessibility Guidelines - Means the World Wide Web Consortium Recommendations, dated December 2008, entitles “Web Content Accessibility Guidelines (WCAG) 2.0”.

CUSTOMER SERVICE STANDARDS

In accordance with the Customer Service Standards, this policy addresses the following:

THE PROVISION OF GOODS AND SERVICES TO PERSONS WITH DISABILITIES

Nutrition International 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.
- Taking into account, an individual needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's disability.

ASSISTIVE DEVICES

Customer's Own Assistive Device(s)

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

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.

GUIDE DOGS, SERVICE ANIMALS AND SERVICE DOGS

A customer with a disability who is accompanied by a guide dog or service animal will be allowed access to premises that are open to the public unless otherwise excluded by law.

If a guide dog, service animal or service dog is excluded by law, Nutrition International will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Dog Owners' Liability Act, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails. Staff will respectfully explain that the service animal must be removed from the public area due to a municipal by-law and make alternate arrangements or provide the service outside the public area.

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

If the use of a service animal, guide dog or service dog is not readily apparent for reasons relating to a disability, Nutrition International may request verification, such as a letter from a physician or nurse confirming that the animal is required for reasons relating to a disability.

If a health and safety concern presents itself in the form of a severe allergy to the animal, Nutrition International 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, Nutrition International 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.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, Nutrition International will make every reasonable attempt to resolve the issue.

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

In the event of any service disruption that may or may not be within Nutrition International's control, such as maintenance of the building, elevators or various internal web-based systems, Nutrition International will notify employees and the public via Nutrition International's website by:

- Provide advance notice wherever possible.
- Provide information and reasons on which services are disrupted and unavailable.
- Provide the anticipated duration of the disruption.
- Provide alternative arrangements or options available during this period.

NOTICE OF AVAILABILITY AND FORMAT OF DOCUMENTS

Nutrition International will notify customers that the documents related to the Customer Service Standards are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information on Nutrition International's website and/or any other reasonable method.

TRAINING

Nutrition International will provide training to staff who interact with the public or other third parties on our behalf and those involved in developing our policies, practices and procedures on the provision of goods or services as outlined in the customer service standards. The training will be provided as soon as is reasonably practicable. Revised training will be provided in the event of any changes to legislation, procedures, policies, and/or practices.

The training will include information on the purposes of the AODA and the requirements of the Regulations (Customer Service and Integrated Standard).

Training will include information on:

- the purposes of the AODA
- requirements of the Regulation
- how to communicate and interact with people with disabilities
- how to interact with service animal or support person
- how to utilize assisted devices that are available at our premises, what to do if a person has difficulty accessing NI's services

- The components of Information and Communication, including:
 - Accessibility Plan
 - Emergency procedures, plans or public safety information
 - Accessible web information and content

- The components of Employment including:
 - Notice to Successful applicants
 - Informing employees of support
 - Workplace emergency response information
 - Accommodation plans
 - Return to work
 - Performance Management, Career Development and Advancement, and Redeployment

- Nutrition International's policies, procedures and practices pertaining to AODA
- The Ontario Human Rights Code as it pertains to Persons with Disabilities

Nutrition International will keep a record of training that includes the dates training was provided, the number of employees and names of employees trained.

CUSTOMER FEEDBACK

Nutrition International shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available on our website. Feedback forms along with alternate methods of providing feedback such as verbally or by telephone or e-mail will be available upon request.

SUBMITTING FEEDBACK

Customers can submit feedback to:

Grant Carioni

Senior Director of Human Resources

Phone: (613) 782-6831

Email: gcarioni@nutritionintl.org

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

ADMINISTRATION

If you have any questions or concerns about this policy or its related procedures, please contact:

Grant Carioni

Senior Director of Human Resources

Phone: (613) 782-6831

Email: gcarioni@nutritionintl.org