

Dairy Farmers of Ontario Accessibility Standards - Policy

Dairy Farmers of Ontario is committed to excellence in serving all customers including people with disabilities. Our policy is based on the principles of independence, dignity, integration and equal opportunity for our customers.

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services (i.e. wheelchair lift, accessible entrance door, accessible washrooms on the ground floor).

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.

Training for staff

Dairy Farmers of Ontario will provide training to all employees who deal with the public.

Individuals in the following positions will be trained:

- Reception Staff
- Human Resources Staff
- Joint Health & Safety Committee members
- Other staff as deemed necessary from time to time

This training will be provided to staff in these positions upon hiring and as changes are made to our policy or procedures.

DFO's training plan includes:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- 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
- What to do if a person with a disability is having difficulty in accessing DFO's goods and services
- Additional training when changes are made to the plan.

Feedback process

Customers who wish to provide feedback on the way DFO provides goods and services to people with disabilities can be addressed to the Human Resources office in writing or by e-mail, in person, or telephone). All comments will be reviewed by the Human Resources office staff and customers can expect to hear back within 14 days.

Complaints will be addressed according to our organization's Accessibility Standards policy and procedures.