



Wismettac Asian Foods, Inc.

106-8211 Fraser Reach Court

Burnaby, BC V3N 0G2

Tel: +1-604-303-8620 Fax: +1-604-303-8640

www.wismettacusa.com

WISMETTAC ASIAN FOODS, INC.

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES

CUSTOMER SERVICE POLICY

In Ontario, the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) was enacted for the purpose of creating a more accessible Ontario by developing and implementing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Who Does this Policy Apply to?

This Policy applies to the operations of Wismettac Asian Foods, Inc. (“WAF”) in Ontario in respect to the provision of goods and services to individuals with disabilities. This Policy applies to all persons who deal with members of the public or other third parties on behalf of WAF in Ontario, or who are responsible for developing WAF’s policies, including employees, agents, volunteers and contractors of WAF, whether such employees, agents, volunteers or contractors are engaged on a full-time, part-time, temporary, casual or reduced work arrangement (collectively, “Staff”).

Core Principles

WAF will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the core 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; and
- taking into account individual needs when providing goods and services.

Definitions

The following terms as used in this Policy have the following meanings.

Assistive Device – is 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 customers 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.

Disability – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on 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 dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – as reflected in *Ontario Regulation 429/07*, 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.

“WAF” means Wismettac Asian Foods, Inc. operating in Ontario.

ACCESSIBILITY OF SERVICES Communication with Persons with Disabilities



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WAF strives to communicate with customers with a disability in a manner that takes into account both the disability and the customer's preferred method of communication. WAF can communicate with customers in writing, via telephone, email, or meetings, either in person or via video conferencing. WAF recognizes that not all customers will wish to communicate in the same manner.

All WAF Staff will receive training on how to interact and communicate with persons with disabilities.

Assistive Devices

Persons with disabilities may use their own Assistive Devices as required when accessing goods or services provided by WAF. If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises, we will first endeavour to remove that barrier. If we are not able to remove the barrier, we will ask the customer how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make reasonable efforts to provide an alternative means of assistance to the customer with a disability. For example, where elevators are not present and where an individual requires Assistive Devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

All WAF Staff will receive training on various Assistive Devices that may be used by customers with a disability while accessing our goods and services.

Guide Dogs and Service Animals

An individual with a disability that is accompanied by a Guide Dog or other Service Animal will be allowed access to our premises that are open to the public, unless otherwise excluded by law. "No pet" policies will not apply to Guide Dogs or other Service Animals. If a Guide Dog or Service Animal must be excluded, WAF will explain to our customer why this is the case and explore alternative ways to meet the customer's needs.

Food Service Areas

Pursuant to regulations under the *Health Protection and Promotion Act*, live birds and animals are not permitted in any area where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. However, this prohibition does not apply to Guide Dogs or other service dogs providing services to persons with disabilities who require the use of a Guide Dog or service dog, if the Guide Dog or service dog is in an area of the food premise where food is served, sold or offered for sale.



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Any individual with a disability who is accompanied by a Guide Dog or other service dog will be allowed access to food service areas on WAF premises, such as the lunch room or break room.

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, WAF may request verification from the customer.

The customer that is accompanied by a Guide Dog or Service Animal is responsible for maintaining care and control of the animal at all times.

If a health and safety concern presents itself, for example in the form of a severe allergy to a Guide Dog or Service Animal, WAF will make all reasonable efforts to meet the needs of all individuals.

All WAF Staff will receive training on how to interact with customers with a disability accompanied by a Guide Dog or Service Animal.

Support Persons

If a customer with a disability is accompanied by a Support Person, WAF 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. All customer confidentiality requirements and practices will also apply to support persons.

WAF may require a customer with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the customer with a disability or the health or safety of others on the premises.

All WAF Staff will receive training on how to interact with customers with a disability who are accompanied by a Support Person.

Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of WAF. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access WAF's goods and services, reasonable efforts will be made to provide advance notice by posting a notice at the main entrance of WAF's Aurora location. The notice will include the following information:

- (a) That a facility or service is unavailable.
- (b) The anticipated duration of the disruption.
- (c) The reason for the disruption.



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(d) Alternative facilities or services, if available.

In the event of an unexpected disruption, notice will be provided as soon as possible.

TRAINING AND RECORDS

WAF will provide training, and ongoing training as required under the AODA, to all WAF Staff.

Content of Training

Training will include:

- Information on the purposes of the AODA and the requirements of the Customer Service Standard.
- How to communicate and interact with customers with various types of disabilities.
- How to interact with customers with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person.
- How to use equipment or devices made available on our premises to assist customers with a disability to obtain, use or benefit from our goods and services.
- What to do if a customer with a disability is having difficulty accessing WAF's goods, services or facilities.
- The content and requirements of WAF's policies, procedures and practices pertaining to providing accessible customer service to persons with disabilities.

Timing of Training

Training will be provided to all WAF Staff as soon as practicable and on an ongoing basis as necessary.

Documenting Training

WAF will keep records of training provided, including the dates training was provided, the number of employees and names of employees trained.

FEEDBACK PROCESS

WAF shall provide customers with the opportunity to provide feedback on the services provided to persons with disabilities.



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Information about the feedback process will be readily available to all customers and notice of the process will be made available at the front reception desk.

Feedback Delivery Channels

Feedback may be delivered through the following channels:

- By email at accessibility@wismettacusa.com or by phone at 1-866-866-4454
- In writing to : 305 Addison Hall Circle, Aurora, Ontario, L4G 3X8
- In person, by visiting WAF's Aurora location and hand delivered feedback in writing to the reception area.

WAFc is prepared to provide accessible formats and communication supports for persons with disabilities who wish to provide feedback to WAF, upon request. Please contact us using any of the contact methods listed above to request accessible formats and communication supports.

Responding to Feedback

WAF will respond to all feedback received as soon as practicable, and acknowledge receipt of the feedback within ten (10) business days of receipt. A reply will be provided in the format requested by the customer, in practicable. The response will contain an acknowledgement of the receipt of the customer's feedback, and outline any further action(s) to be taken.

When appropriate, feedback will be taken into consideration as part of the ongoing review of this Policy.

NOTICE OF AVAILABILITY OF DOCUMENTS

WAF shall notify the public that copies of this Policy are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by WAF, the WAF Company's website and/or any other reasonable method.