



THE ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE POLICY

Policy Statement

Sobeys is committed to providing exceptional and accessible service in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) for its customers and shall use reasonable efforts to ensure that its policies, procedures and practices are consistent with the following principles:

- (a) Goods and services will be provided in a manner that respects the *dignity* and *independence* of all customers.
- (b) The provision of services to persons with disabilities will be *integrated* wherever possible.
- (c) Persons with disabilities will be given an opportunity *equal* to that given to others, to obtain, use or benefit from the goods and services provided by and on behalf of Sobeys.

Policy Requirements

1) Use of Service Animals and Support Persons

- a. If a person with a disability is accompanied by a guide dog or other service animal, Sobeys will ensure that the person is permitted to enter our store with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law. Where a service animal is excluded by law, Sobeys will ensure that other measures are available to enable the person with a disability to obtain, use and benefit from our goods and services. The service animal must be under the care and control of the individual at all times.
- b. If a person with a disability is accompanied by a support person, Sobeys will ensure that both persons are permitted to enter our facility, and that the person with a disability is not prevented from having access to the support person. Sobeys may require a person with a disability to be accompanied by a support person when in our facility, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others in the facility.
If an amount is payable by a support person for admission, or otherwise, to a premise, Sobeys will ensure notice is given in advance about the amount.

2) Notice of Temporary Disruptions

Sobeys shall provide notice of disruption of services under this policy to the public.

Any notice of disruption will contain the following:

- Reason for the disruption
- Anticipated duration
- Alternative facilities or services

Sobeys will provide such notice in at least one of the following three methods:

- Notice physically posted at the site of the disruption;
- Notice on Sobeys' website or,
- Notice in local newspaper

3) Accessibility Training Policy

- a. Sobeys will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the *Human Rights Code* as it pertains to persons with disabilities, to:

- all its employees and volunteers;
- all persons who participate in developing Sobeys' policies; and,
- all other persons who provide goods, services or facilities on behalf of the company.

The training will be appropriate to the duties of the employees, volunteers and other persons.

- b. The training will include the following information:

- i. The purposes of the Accessibility for Ontarians with Disabilities Act;
- ii. How to interact and communicate with persons with various types of disabilities;
- iii. How to interact with persons with disabilities who use an assistive device, or require the assistance of a service animal or support person;
- iv. How to use equipment made available by Sobeys to help people with disabilities to access goods and services; and
- v. What to do if a person with a disability is having difficulty accessing Sobeys' goods and services

- c. Training will be provided to each person according to his or her needs and duties and as soon as is practicable after he or she is assigned the applicable duties. Training will be provided on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods or services to persons with disabilities. A record of the dates on which training is provided and the number of individuals to whom it is provided will be kept.

4) Feedback Process

Sobeys accepts feedback on the AODA from the public in a variety of methods including:

- Phone
- In person
- Fax
- Email
- And, through feedback forms

All feedback will be reviewed. Complaints will be investigated and follow up will be provided to the customer when requested.

5) Documents

Sobeys will provide a written description of our policies, practices and procedures relating to accessibility to customers who request it. We will take into account the person's ability to access the information and will provide the document or information contained in the document in a format that reasonably meets those needs as agreed upon with the person. Notice of availability will be provided on Sobeys's web sites and through other printed methods.