



ACCESSIBLE CUSTOMER SERVICE PLAN

Zavida Coffee Company Inc. is committed to excellence in serving all customers, including people with disabilities.

Purpose of Plan

To be compliant with the Accessibility for Ontarians with Disabilities Act (AODA) when providing Goods and Services to People with Disabilities; by ensuring the principles of independence, dignity, integration and equal opportunity.

Definition of Disability

- a) 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 coordination, 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;
- b) a condition of mental impairment or a developmental disability;
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a mental disorder; or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Assistive Devices

Our organization will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our premises.

Communication

Our organization will communicate with people with disabilities in ways that take into account their disability.

Service Animals

Due to HACCP and GMP regulations, service animals will only be allowed in our front reception area.



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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. They, along with the customer will be recognized as a visitor and will be required to abide by visitor protocol.

Staff Training

Zavida Coffee Company Inc. will provide training to all employees, including their managers. New employees will be trained within three (3) months.

Training will cover the following areas:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- Zavida's Accessible Customer Service Plan;
- 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 Zavida's goods and services.

Staff will be made aware of any changes that are made to this document. This document will be posted in conspicuous places throughout the organization.

Feedback Process

Customers who wish to provide feedback on the way Zavida Coffee Company Inc. provides goods and services to people with disabilities can email or contact Karen Maynard, Human Resources Manager.

Customers can expect a response within fourteen (14) days. Complaints will be addressed according to our organization's standard complaint management process.

Email: karen.maynard@zavida.com

Phone: 905-738-0103 ext. 249

Modifications to Policies

Any policy of Zavida Coffee Company Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.