

# **Accessible Customer Service Plan**

## **Providing Goods and Services to People with Disabilities**

Kearney Planters is committed to excellence in serving all customers including people with disabilities.

### **Assistive devices**

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

### **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. Please be advised that Kearney Planters has dogs and other farm animals on location.

### **Support persons**

A person with a disability who is accompanied by a support person or service animal will be allowed to have that person or animal accompany them on our premises that are open to the public.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Kearney Planters will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at all entrances of each building.

### **Training**

Kearney Planters will provide training to all employees, volunteers and others who deal with the public or other third parties on our behalf.

This training will be provided to staff 30 days after hiring.

Staff will also be trained when changes are made to our accessible customer service plan. This plan will be reviewed on a yearly basis or when required by provincial or federal law.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Kearney Planter's plan related to 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 our assistive devices

### **Feedback process**

Customers who wish to provide feedback on the way Kearney Planters provides goods and services to people with disabilities can contact: Colleen Kearney-Janssens – CEO by calling her directly at 519-678-3206, by email [colleen@kearneyplanters.com](mailto:colleen@kearneyplanters.com) or by writing to us at RR #3, 14232 Turin Line, Thamesville, Ontario N0P 2K0

All feedback, including complaints, will be answered, to the best of our ability. Customers can expect to hear back in 5 business days, excluding holidays.

### **Modifications to this or other policies**

Any policy of Kearney Planters that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.