



We dream in ice cream.

Accessibility Service Plan

Providing Goods and Services to People with Disabilities

We are committed to excellence in serving members of the public, customers and visitors including people with disabilities.

Assistive devices

We will ensure that our staff members are trained and familiar with any assistive devices we have on site or that we provide that may be used by persons 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.

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 at no charge.

We will notify members of the public, visitors and clients of this through a notice posted on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for persons with disabilities, we will notify persons affected promptly. This 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 near the entrance door to our Offices.

Training

We will provide training to employees and others who deal with customers, the public or other third parties on our behalf. Every individual in the organization will be trained.

Training will be provided to new staff within the first three months of hire, to include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service standard
- Our 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 accessing goods or services

Feedback process

Members of the public, visitors, clients or other stakeholders who wish to provide feedback on the way we provide goods and services to people with disabilities can contact us using the following contact information:

Central Smith Creamery
2-739 Lindsay Rd, Selwyn ON K9J 0C5

Telephone: (705) 742-5867
Fax: (705) 748-6037
Toll Free: 1-800-461-1464

You can expect to hear back from us within five (5) business days.

Modifications to this or other policies

Any policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed to ensure our commitment to these principles and our community.

This document is available in an alternate format on request.