



# providing service to people with disabilities policy

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## policy statement

Holstein Canada is dedicated to providing excellent customer service to our membership, industry partners, fellow workers, and community. We respect and celebrate the diversity of people who make up our community. Customers who are disabled in any way can expect sensitivity, accessibility, and respect along with the usual excellent service provided for all our customers.

## our commitment and core values

As excellent standards for Customer Service are a priority, every effort is made to appreciate the need to respectfully accommodate a customer posing a disability as part of the process of delivering professional service for all.

### **Holstein Canada core values**

- Customer focused
- Responsible leadership
- Passion for the dairy industry
- Utmost integrity and respect
- Continuous improvement
- Embracing technology
- Open communication
- Quality service

## providing goods and services to people with disabilities

Holstein Canada is committed to excellence in serving a diverse community, including persons with disabilities, and we will carry out our service goals of anticipating information and service needs for all.

## communication

Holstein Canada will communicate to people with disabilities in ways that take into account their disability.

We will train our service staff on how to interact and communicate with our diverse user community and people with various types of disabilities.

## telephone services

Holstein Canada is committed to providing fully accessible telephone service to all customers. We will train Holstein Canada Customer Service staff to communicate with members and industry partners over the telephone in plain language and to speak clearly. We will offer to communicate with customers by mail, e-mail, or fax if telephone communication is not suitable to their communication needs or is not available.

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### **assistive devices**

We are committed to servicing persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services. Examples of Assistive Devices include: scooters, wheelchairs, hearing aids, a cane.

### **billing**

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: (hard copy, large print, e-mail). We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

### **use of service animals and support persons**

We are committed to welcoming persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with persons with disabilities who are accompanied by a service animal. We are committed to welcoming persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Holstein Canada's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on the premises.

### **notice of temporary disruption**

Holstein Canada will make reasonable effort to provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. We will not be able to give adequate notice in case of an emergency temporary disruption. The notice will be placed at all public entrances and service counters on our premises.

### **training for staff**

Holstein Canada will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service. The amount and format of training will depend on the person's interaction with customers and the general public. A record of training received by staff will be kept in the Human Resource Department.

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Training will include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with persons 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 Holstein Canada's goods and services
- Holstein Canada's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained as soon as practicable on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

### **feedback process**

The ultimate goal of Holstein Canada is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way Holstein Canada provides goods and services to persons with disabilities can be made verbally, e-mail, or by Feedback Form.

### **modifications to this or other policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities. Any policy of Holstein Canada that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

### **questions about this policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by Holstein Canada.



## feedback form: providing service to people with disabilities

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Was access to our facilities safe and comfortable? \_\_\_\_\_

Did our front desk staff call a customer service member in a timely manner? \_\_\_\_\_

Were you able to move into a room where your business could be taken care of in comfort and with confidentiality? \_\_\_\_\_

Did the service provided by our staff member meet your expectations? \_\_\_\_\_

Did the staff member make you feel confident in his/her ability to address the issues / problem? \_\_\_\_\_

Did you feel that enough time was allowed to take care of all your questions / needs? (not rushed, spoke directly to you). \_\_\_\_\_

Please provide any suggestions regarding improvement of services provided or comments on any aspects of this questionnaire in the space provided below.

Your feedback is extremely valuable to us. Customers can expect to hear back within 5 business days.

Thank you

Holstein Canada