



Accessibility policy

Statement of Organizational Commitment

Disability inclusion is a priority at Weil's Food Processing Ltd. Our goal is to treat disabled persons with dignity and independence. We believe in integration and strive to address disabled people's requirements quickly. To comply with the Accessibility for Ontarians with Disabilities Act and Ontario's Accessibility rules, we will remove and prevent impediments to accessibility. Weil's Food Processing Ltd. will fulfill its Ontario Human Rights Code non-discrimination duties.

Weil's Food Processing Ltd. understands that the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not replace or limit its Ontario Human Rights Code or other legal obligations to people with disabilities.

Weil's Food Processing Ltd. strives to provide excellent goods, services, and facilities to all consumers, including those with disabilities.

Disability, independence, dignity, integration, and equality of opportunity are supported by our accessible customer service policy.

Training

We are committed to training all workers in accessible customer service, other Ontario's accessibility standards and sections of the Ontario Human Rights Code that relate to persons with impairments.

Participants in policy development and those providing goods, services, or facilities for the organization will be trained.

We train personnel in accessibility based on their roles.

The training covers the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the Customer Service Standards.

- Policies for Customer Service Standards
- Interacting and communicating with individuals with diverse disabilities
- Interacting with people with disabilities using assistive devices or support personnel
- Addressing challenges in accessing our organization's goods, services, or facilities.

We train everyone as quickly as possible after hiring and for policy changes.



We keep records of training dates and participants.

Assistive Devices

People with disabilities can use their own devices to access our products, services, and facilities. If the assistive equipment poses a serious and unavoidable health or safety risk or cannot be utilized for other reasons, appropriate measures will be taken to ensure the disabled person can access our goods, services, or facilities.

Communication

Communicating with disabled persons takes their impairment into account. This may include: Written and spoken communication shall be in the individual's native language whenever possible.

- Use straightforward language.
- Use visual aids like gestures, diagrams, or demonstrations when appropriate
- Use concrete, precise language - Avoid abstract language and use simple wording
- Use words related to visible things

We will help the disabled individual choose a communication technique.

Service Animals

We welcome disabled individuals and service animals. Certain areas of our premises allow service animals.

Our staff may request a template, letter, or form from a regulated health practitioner to verify that a service animal is needed for a handicap.

A regulated health professional belongs to one of these colleges:

- Colleges of Ontario: Audiologists, Speech
- Language Pathologists, Chiropractors, Nurses, Occupational Therapists, Optometrists, Physicians, Surgeons, Physiotherapists, Psychologists, Registered Psychotherapists, and Registered Mental Health Therapists

We shall ensure disabled individuals can access our goods, services, and facilities if service animals are prohibited by law:

Explain the exclusion of the animal and offer alternative options for goods, services, or facilities.

Areas where service animals are prohibited:

- Factory
- Warehouse

Health Protection and Promotion Act, Ontario Regulation 562 Section 60.

Support Persons

We allow disabled people with support people on our premises.



For health or safety reasons, an organization may need a disabled person to be accompanied by a support person.

- Person with disability
- Others on site

Before choosing an organization name, consult with the person with a handicap to understand their needs.

- Evaluate health and safety concerns based on evidence
- Determine if no other reasonable measures can be taken to protect individuals or others on the site

Temporary disruption notice

This organization will promptly notify consumers by email or phone of any planned or unanticipated disruption to disability services or facilities. Customers will be informed of the disruption's cause, duration, and possible alternatives.

Feedback Process

Weil's Food Processing Ltd. invites comments on our accessible customer service. Our customer comments will help us identify and address issues.

Feedback can be given:

Communication with administrative workers in the main office, written or verbal.

All feedback—including complaints—will be handled as follows:

- Send feedback to the General Manager.

Customers should expect a 30-day response.

On request and where available, Weil's Food Processing Ltd. provides accessible formats and communication assistance for our feedback process.

Notice of Availability of Documents

Weil's Food Processing Ltd. posts a notice in the following locations that accessible customer service documentation is available upon request:

- Main office

Weil's Food Processing Ltd. will provide accessible or communication-supported documents upon request. We will discuss format and communication support with the requester. As available, we will provide the accessible format quickly and for free.

Information and Communications

As available, disabled people can request access to our feedback method.

Communicating with disabled persons takes their impairment into account. When requested, we will provide information about our organization and its services in accessible forms or with



communication support in a timely way, taking disability into account.

We will consult with the requester to determine an accessible format or communication support. In case of unconvertible information or communications, the organization must supply the requestor with a) An explanation for the inconvertibility; and b) A summary of the information or communications.

Employment

When possible, we tell employees, job applicants, and the public of recruitment and hiring accommodations. When selected for an assessment or selection process, we advise job seekers that accommodation is available upon request. We meet with applicants and arrange housing. We inform successful applicants of disability accommodations policy while making job offers. We tell staff of disability supports as soon as possible after they start work. We notify employees of changes to employment accommodation policies that address disability accessibility needs. Disability-accessible accommodation will be arranged in consultation with staff. The requester will be consulted to determine the acceptability of accessible formats or communication supports for: a) Job-related information; and b) Workplace information.

To assist disabled employees in emergencies, we will give personalized emergency information. We will share workplace emergency information with an employee's designated emergency aid with their approval.

We'll offer the information as soon as we know the employee needs accommodation due to their handicap.

Reviewing personalized workplace emergency response information:

- a) Employee relocation inside the organization.
- b) Employee accommodation needs or plans evaluation; c) Employer emergency response policy review.

Changes to Existing Policies

This organization will change or eliminate policies that violate dignity, independence, integration, and equal opportunity for disabled persons.

This document is public. Request accessible formats.