



POLICY TITLE: AODA POLICY & PROCEDURES	NO: HR-003	DATE: December 2017	SUPERSEDES: June 2017
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1. Purpose

To ensure compliance with the *Accessibility for Ontarians with Disabilities Act* by providing guidelines and identifying how employees can provide access to and accommodate our customers with disabilities.

2. Scope

This policy applies to all employees that deal with customers for business related purposes on our premises in Ontario

3. Policy

Our Commitment

CARDINAL MEAT SPECIALISTS LIMITED is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario’s accessibility laws.

Training

We are committed to training employees in Ontario’s accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. We will train our employees on accessibility as it relates to their specific roles.

Information and communications

We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario’s accessibility laws.

Employment

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify employees that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.



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Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

Personal Assistive Devices

We are committed to serving people with disabilities who use personal assistive devices to obtain, use or benefit from our goods and services.

Use of Service Animals

We will provide access to a customer with a disability who is accompanied by a service animal to areas that are not in conflict with any other industry regulations that the Company must comply with.

Support Persons

We will provide access to the support person who accompanies the customer with a disability.

Notice of Temporary Disruption

CARDINAL MEATS will provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by people 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.

4. Procedures

4.1 Training for Staff

CARDINAL MEATS provides disability related accessibility training to all employees. Training includes the following:

- **The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the integrated standards.**
- **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.**

Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.



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4.3 Feedback Process

The ultimate goal of CARDINAL MEATS is to meet and exceed expectations of people with disabilities. Comments regarding how well those expectations are being met are welcomed and appreciated. If you have questions, please contact hr@cardinalmeats.com. All feedback is directed to Human Resources and responses will follow within ten business days.

Prepared by: Human Resources	Date: December 19, 2017	Approved by: Brent Cator, President
Reviewed by: H.R. Committee	Date: December 20, 2017	Date: December 20, 2017