



Accessible Customer Service Plan January 2015

The Country Grocer is committed to excellence in serving all customers including people with disabilities.

Our Store

We have a number of customers with disabilities served both in store and at their home upon delivery. This means that we interact with them in person, by phone, and via email depending on their preferences. Modifications have been made so that customers with disabilities can access all areas of our store that are open to the public. Our customer service lane is doublewide so that a wheelchair can easily fit through and our Interac machines are placed at a level so that customers in wheelchairs are able to reach without difficulty. Our staff is always available to help any customer with disabilities to shop for their groceries.

Our Services

Through our grocery delivery service, we serve a number of customers with disabilities. We work hard to ensure that their needs are met by providing grocery delivery to their door. Deliveries can be placed by phone or online, so the customer does not need to leave their house. Our delivery driver brings all items into the customer's house, and ensures that the boxes are accessible for the customer.

Communication

We will communicate with people with disabilities in ways that take into account their disability ensuring that they have an excellent customer service experience every time they shop.

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. Due to the requirements by law for food establishments, if it is not apparent that an animal is a service animal, a staff member may ask the person to provide verification of the animal's duty.

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.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, The Country Grocer 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.

Training

The Country Grocer provides mandatory accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. All training is accessed online through HR Downloads. Training is also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services. Staff will be trained on Accessible Customer Service within 30 days of being hired.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Country Grocer'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 The Country Grocer's goods and services
- Staff will also be trained when changes are made to our accessible customer service plan.

Feedback Process

Customers who wish to provide feedback on the way The Country Grocer provides goods and services to people with disabilities can provide feedback in the following way(s):

- Speaking with a manager in store or by phone at (613)731-6883 or (866)731-6883
- Emailing our customer service department at customerservice@thecountrygrocer.com

All feedback, including complaints, will be handled in the following manner:

- Manager who took the feedback/complaint will review with the HR department
- If a complaint, HR will review the incident and determine a plan of action to satisfy the customer's needs (meeting with employee, repair/modification to store accessibility, etc)
- If positive feedback regarding a specific employee, HR will make note of it in the employee's file and speak with employee
- If positive feedback regarding the store in general, HR will review with owner
- Customers can expect to hear back in five business days by phone or email (as per their decision)

Notice of Availability

The Country Grocer has any documents related to accessible customer service available upon request in store and on our website.

Modifications to this or other policies

Any policy, practice or procedure of The Country Grocer that does not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities has been modified or removed.