



Accessible Customer Service Policy

Intent

This policy is intended to meet the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005, and applies to the provision of goods and services to the public or other third parties.

All goods and services provided by Cinnagard Inc. shall follow the principles of dignity, independence, integration and equal opportunity.

Scope

- This policy applies to the provision of goods and services at all premises owned and operated by Cinnagard Inc.
- This policy applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Cinnagard Inc., including when the provision of goods and services occurs off the premises of Cinnagard Inc. such as in: delivery services, catering and third party marketing agencies.
- The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises owned and operated by Cinnagard Inc.

Definitions

Assistive Device - is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability - the term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog - is a highly-trained working dog that has been trained to provide mobility, safety and increased independence for people who are blind.

Service Dog - a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person- means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

General Principles

In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, this policy addresses the following:

- A. The Provision of Goods and Services to persons with Disabilities;
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

A. The provision of Goods and Services to Persons with Disabilities

Cinnagard Inc. will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present safety risk
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customers' disability.

B. Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Cinnagard Inc.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business.

C. Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by guide dog, or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or services dogs.

Food Service Areas:

A customer with a disability that is accompanied by guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

Exclusion Guidelines:

If a guide dog, or service dog is excluded (see applicable law below) Cinnagard Inc. will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Applicable Law:

The Health Protection and Promotion Act, Ontario Regulation 562 Section 60, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

Recognizing a Guide Dog, or Service Dog:

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Cinnagard Inc. may request verification from the customer. Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school

Care and Control of the Animal:

The customer that is accompanied by a guide dog, service dog and is responsible for maintaining care and control of the animal at all times.

Allergies:

If a health and safety concern presents itself for example in the form of a sever allergy to the animal, Cinnagard Inc. will make all reasonable efforts to meet the needs of all individuals.

D. Support Persons

If a customer with a disability is accompanied by a support person, Cinnagard Inc. will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, Cinnagard Inc. will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

E. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Cinnagard Inc. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use Cinnagard Inc.'s goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible. When disruptions occur, Cinnagard Inc. will provide notice by posting notices in conspicuous places in the bakery doorway.

F. Feedback Process

Cinnagard Inc. welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback in the following ways:

- At location by way of poster or similar notice
- Online at <http://cinnabon.homestead.com/Responsibility.html>

Customers who wish to provide feedback on the way Cinnagard Inc. provides goods, services or facilities to people with disabilities can provide feedback in the following way(s)

Telephone 1 888 847 6557
Fax 1 519 622 3877
Mail Cinnagard Inc. 120 Main St Ste #3 Cambridge On N1R 1V7

All feedback, including complaints, will be handled by either individual listed below and in the following manner:

Mr. Barry McPhedran
Vice President, Marketing & Business Development
Email: bmcphebran@cinnabon.ca

Ms. Linda Crawford
Payroll & HR
Email: lcrawford@cinnabon.ca

Cinnagard Inc. dba Cinnabon
120 Main Street, Unit 3
Cambridge, Ontario
N1R 1V7
519-622-3188

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted. Cinnagard Inc. will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Cinnagard Inc. will provide this document in an accessible format or with communication support, on request by phone, mail, fax and online. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost. Online @ <http://cinnabon.homestead.com/Responsibility.html>

Administration

If you have any questions or concerns about this policy or its related procedures, please contact:

Ms Linda Crawford
HR Coordinator
120 Main Street, Unit 3
Cambridge, Ontario
N1R 5S5
lcrawford@cinnabon.ca

Modifications to this or other policies: Any policies of Cinnagard Inc. that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Updated: **June 15, 2018**

G. Training

Training will be provided to:

- all employees who deal with the public;
- those who are involved in the development and approval of customer service policies, practices and procedures

Training Provisions:

As reflected in Ontario Regulation 429/07, regardless of the format, training will cover the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- A review of the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
- Instructions on how to interact and communicated with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices
 - require the assistance of a guide dog, service dog or other service animal; or
 - require the use of a support person
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Cinnagard's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule:

Cinnagard Inc. will provide training as soon as practicable. Training will be provided to new employees as part of orientation. Revised training will be provided in the event of changes to legislation, procedures and /or practices.

Record of Training:

Cinnagard Inc. will keep a record of training that includes the date training was provides to employees.

H. Notice of Availability and Format of Documents

Cinnagard Inc. shall notify customers that the documents related to the Accessibility Standard for Customer Service are available upon request through contacting:

Ms Linda Crawford, HR Coordinator - 120 Main Street, Unit 3 Cambridge, Ontario N1R 5S5 or lcrawford@cinnabon.ca