



Accessibility Policy

Lorne Murphy Foods Limited is committed to excellence in serving all customers including people with disabilities. We are committed to treating people with disabilities in a manner that allows them to maintain dignity and independence. Lorne Murphy Foods is committed to meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act, Ontario's accessibility laws and our obligations under the Ontario Human Rights Code respecting non-discrimination.

Lorne Murphy Foods understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its standards do not limit its obligations under the Human Rights Code or obligations to people with disabilities under any other law.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Communication

We will communicate with people with disabilities in ways that take into account their disabilities. This may include the following:

- Offering Assistance, waiting until the offer is accepted and then listening and asking for instructions

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. If a service animals are prohibited by law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- Explain why the service animal is excluded
- Discuss with the client other means of providing goods, services or facilities

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have a person accompany them on our premises.

Fees will not be charged for support services.

In certain cases, this organization might require a person with a disability to be accompanied by a support person for the health and safety reasons :

- the person with the disability
- others on the premise

Before making a decision, the organization will:

- consult with the person with a disability
- consider health and safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premise

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Lorne Murphy Foods will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time and alternative services if available.

This notice will be made publicly in the following ways:

- on a large poster display board at the entrance of the cafeterias
- the government communication's department will send out an e-mail to all staff/clients

Feedback Process

Lorne Murphy Foods welcomes feedback on how we provide accessible customer service. We ensure that our feedback process is accessible to people with disabilities. Feedback will be handled by the on-site General Manager and customer's can expect to hear back the latest in 2 business days.

Our clients can provide feedback in the following ways:

- through e-mail info@lmf.ca
- by telephone 613 292-5447

- in person at the location

Notice of Availability of Documents

Lorne Murphy Foods Limited notifies the public that documents related to accessible customer service are available upon request by accessing our company website.

Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people that take into account their disability. Upon request, we will provide any assistance in providing information about our company including public service information in accessible formats or with communication supports.

- This information will be in a timely manner taking into account the person's accessibility due to disability and
- At a cost that is the same as other persons

We will consult with the person making the request to determine the suitability of an accessible format or communication support. If we find that the information is unconvertible, we will provide the requestor with:

- An explanation as to why the information is unconvertible
- A summary of the unconvertible communications

Employment

Lorne Murphy Foods Limited will notify employees, job applicants and the public that accommodations can be made through the hiring process. We notify job applicants when they are selected for an interview that accommodations are available upon request.

We notify successful candidates of policies for accommodating employees with disabilities when making offers of employment.

We will consult with an employee when arranging suitable accommodations in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format specifically for:

- Information needed in order to perform the employee's job
- Information that is generally available to employees in the workplace

We will review the individualized workplace emergency response information:

- If an employee moves to another location
- When the employee's overall accommodation plans are reviewed
- When the employer reviews the general emergency response policies

We have a written process for employees who have been absent from work due to disability or illness and require accommodations.

Changes to Existing Policies

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

This document is publicly available and accessible formats are available upon request.