

accessibility for people with disabilities

To create a friendly food shopping experience that makes our customers say, "I'll be back!"

Specific Policies

M&M Meat Shops Ltd. will complete a thorough review of our practices concerning accessibility for disabled personnel on an annual basis. This includes continuing those customer service policies that respect and promote the dignity and independence of people with disabilities. It is our intent not to make changes to any policy before considering the impact on people with disabilities. We will also enrich this policy within due diligence yet remain within the practicalities of reasonable business practices. Any policy adjustment that does not support, respect and promote the dignity and independence of people with disabilities will not be considered, modified or removed. As always, M&M Meat Shops Ltd. welcomes your questions and comments. Now let's review the policies.

Assistive Devices and Alternative Service Methods Policy

Policy M&M Meat Shops welcomes the use of assistive devices by our customers to access our products. We will ensure that staff are trained on how to interact with individuals using these assistive devices as well as alternative service methods.

Definition of an assistive device A device used by persons with a disability to facilitate access and/or independence in everyday tasks. Such devices include mobility equipment (i.e.: wheelchairs and walkers) as well as portable communication devices, hearing aids, etc.

Scope of Policy This policy applies to all employees, volunteers as well as anyone dealing with the public or other third parties on behalf of M&M Meat Shops.

Procedure M&M Meat Shops Ltd. will provide necessary training to all employees on how to safely and effectively perform all alternative service methods, and support those using assistive devices. M&M Meat Shops will ensure that these devices are in good working order at all times and that our staff are able to use these devices to assist customers with disabilities.

i.e.: Additional assistance of a staff person to help navigate within the store and select products

Access of Support Persons Policy

Policy All support persons are welcome on any premises of M&M Meat Shops that are open to the public and/or other third parties. All employees will receive training on how to interact with individuals requiring support persons.

Definition of support person A support person someone who accompanies someone with a disability in order to help with communication, mobility, personal care or medical needs or with access to products or services.

Scope of Policy This policy applies to all employees, volunteers as well as anyone dealing with the public or other third parties on behalf of M&M Meat Shops.

Procedure Support persons will be permitted access to M&M Meat Shops' products and services in the same manner as any other customer.

Access for Service Animals Policy

Policy Persons with disabilities who are accompanied by a personal service animal are welcome on any premises open to the public when accessing M&M Meat Shops' products and services.

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Definition of a service animal	A service animal is used by a person for reasons relating to his or her disability. In the majority of cases, this would be a guide dog. A letter from a physician or nurse can confirm the animal is necessary for reasons relating to the disability.
Scope of Policy	This policy applies to all employees, volunteers as well as anyone dealing with the public or other third parties on behalf of M&M Meat Shops.
Procedure	<p>Normally, customers who require a personal service animal will have some supporting documentation. It is not necessary, nor desirable, to ask to see such documentation if it is obvious that the animal is providing assistance. The animal can be permitted in an M&M Meat Shops store, except where animals are excluded by law. If it does not appear to be a service animal, customers will be notified that only service animals are permitted in the store. No service animal can be evicted, excluded or separated from its owner unless the animal demonstrates aggressive behaviour posing a direct threat to the health and safety of others. They cannot be removed or excluded as a matter of preference.</p> <p>Customers or employees with legitimate objections (i.e. allergies) to the presence of a service animal should be consulted to find a compromise that does not hinder access for the individual with a disability. Should a service animal have to be separated from an individual, the service animal will be taken to the back of the store while the customer with the disability and the objecting customer are served. The service animal will then be returned to its owner immediately following the departure of the 'offended' customer.</p>

Communications Policy

Policy	M&M Meat Shops is committed to communicating with people with disabilities in a manner that takes into consideration an individual's disability. To do this, we are committed to training all required employees, volunteers and third part contractors in how to communicate with persons with disabilities.
Definition of communications	This refers to the transference of information and can use a variety of formats including verbal, written and/or visual.
Scope of Policy	This policy applies to all employees, volunteers as well as anyone dealing with the public or other third parties on behalf of M&M Meat Shops.
Procedure	<p>Requests for alternative methods of communication will be fulfilled as feasible. This may be as simple as using a note pad to write down information or simply having a Product Consultant read information out loud to a customer. If a solution of accommodation is not readily available, the customer's request will be recorded and accommodated as soon as reasonably possible. The solution may require a compromise. All requests should be submitted to:</p> <p>Kerina A. Elliott, Vice President Human Resources/Store Operations/ Central Admin. for review, research, decision and implementation.</p>

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Feedback Practices and Processes Policy

Policy

In compliance with O.Reg 429/07, the Accessibility for Ontarians with Disabilities Act, 2005, M&M Meat Shops has established a feedback process specifically for the accessibility of our customer service. Feedback is accepted in the following formats: in person, by telephone, email, or using other submission formats. Notice regarding the availability of this process will be posted on our consumer website: www.mmmeatshops.com and at Head Office:

humanresources@mmms.ca and at all individual stores.

Scope of Policy

This policy applies to all employees, volunteers as well as anyone dealing with the public or other third parties on behalf of M&M Meat Shops.

Procedure

To provide feedback, customers can submit using the following methods:

By email: humanresources@mmms.ca

By mail: 640 Trillium Drive, PO Box 2488, Station C, Kitchener, ON N2H 6M2

In person to: Kerina A. Elliott / HR Department

By phone: (519) 895-1075

By Fax: (519) 895-0762

Customers are welcome to leave their contact information should they like to receive a response. Feedback will be directed to Kerina A. Elliott, Vice President Human Resources, Store Operations and Central Admin and complaints will be addressed in accordance with M&M Meat Shops' policies and procedures.

The ultimate goal of M&M Meat Shops Ltd. is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. However, we are always looking for ways to improve our services and correct any problems or difficulties that may arise. Necessary corrections will be implemented during our review of any customer comments.

Feedback regarding the way our stores, our staff or our Franchisees provides goods and services to people with disabilities can be directed to our organization by mail, email, phone or at the store with feedback cards, etc. All feedback should be directed to Kerina A. Elliott or Human Resources personnel at:

640 Trillium Drive, Kitchener, Ontario N2H 6M3

519-895-1075

email: humanresources@mmms.ca

Customers should expect a response within 24 hours. Complaints will be addressed according to already established complaint management procedures.

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