



KERNELS POPCORN LIMITED

* ACCESSIBILITY *

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OUR STATEMENT OF COMMITMENT:

Kernels Popcorn Limited is committed to treating all members of the public as well as our employees and customers in a way that allows them to maintain their dignity and independence. We shall use every effort to ensure that our policies, procedures and practices are provided in such a way that respects the dignity and independence of any person with a disability. We are committed to meeting the needs of people with disabilities in a timely manner according to the accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

OUR ACCESSIBLE POLICY:

Kernels Popcorn Limited is committed to excellence in serving all customers in a manner that respects the dignity and independence of all people, including people with disabilities.

- *Assistive Devices:* We will ensure our staff are trained and familiar with various assistive devices that may be used by our customers with disabilities while accessing our goods and services.

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- *Communication:* We will communicate with people with disabilities in ways that take into account their disability.
- *Service Animals:* We welcome people with disabilities and their service animals.
- *Support Persons:* A person with a disability who is accompanied by a support person will be allowed to have that person accompany them to our premises.
- *Notice of Temporary Disruption:* In the event of a planned or unexpected disruption of services at our premises, for customers or visitors with disabilities, Kernels Popcorn Limited will verbally notify customers promptly of this interruption and anticipated length of time.
- *Training For Staff:* Kernels Popcorn Limited is committed to providing training to all our store employees. This training will be provided to our employees as part of their store or office training, according to their needs and duties and as soon as possible after being hired.

Training will include the following:

- Training on the e-learning program called “Working Together: The Code and the AODA” and the Kernels Accessible Customer Service Plan.
- How to interact and communicate with people with various types of disabilities, and with people using various assistive devices, support people and service animals.
- Any new changes that relate to our policies, practices and plans as they relate to the AODA.
- **Modification of Policy:** Any policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

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FEEDBACK PROCEDURE:

Kernels Popcorn Limited works towards providing a hospitable experience to all our customers as well as general members of the public. We welcome and invite feedback from our customers and staff on the manner in which we provide our foods and service to people with disabilities.

The following methods are available for providing feedback to Kernels Popcorn Limited:

- *Telephone:* Kernels Head Office Customer Service – In Toronto - 416.487.4194, ext 214; or if calling from outside of Toronto 1.888.267.6262, ext 214.

Hours of operation: 9 am to 5 pm (Toronto time), Monday to Friday. Outside of business hours, voice mail is available. All voice mail messages will be returned within two (2) business days.

- *Email:* customerservice@kernelspopcorn.com
- *Mail:* Please send any enquiries to Kernels Head Office located at
Kernels Popcorn Limited
40 Eglinton Avenue East, Suite 250
Toronto, Ontario
M4P 3A2
Attention: Customer Service
- *Fax:* 416.487.4194. Please address fax to Customer Service

Response to Feedback:

- Our Customer Service department is committed to responding to all enquiries received as quickly as possible, regardless of method.
- We will make every effort to contact each person in the manner they have requested.
- All feedback received will be directed to the Director of Operations and the Vice President.