



Accessibility for Canadians with Disabilities Request for Provision of Accessible Formats Form

DLF is committed to providing the best possible service to customers. This includes customers with disabilities. Our goal is to meet and surpass customer expectations while serving customers with disabilities.

Accessible Formats and Communication Supports

In conjunction with the above and as per the requirements set in regulations under the *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA") and the Manitoba Accessibility Act (AMA), upon request, DLF will make reasonable efforts to provide or arrange for, in a timely manner, the provision of accessible formats and communication supports in its feedback processes in order to ensure that these processes are accessible to persons with disabilities.

DLF will also discuss with the requesting person, the suitability of a proposed accessible format or communication support that will allow the person to provide his or her feedback.

For the purposes of this policy, "accessible formats" and "communications supports" are defined as follows:

- "accessible formats" may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities;
- "communication supports" may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Requests can be made using the following methods:

1. **By mail to:**

DLF
1 Greenfield Road Box 304
Lindsay ON K9V 4S3

2. **Telephone:**

(705) 878-9240

4. By **email** to: karen.baird@dlfpickseed.com

5. **In person** to:

DLF
1 Greenfield Road Box 304
Lindsay ON K9V 4S3