



June 21, 2018

Dear Zosia

I want to thank you and your team for doing such a great job at our training day with the TOAD program. Our team members have gained some very insightful information to assist with their daily work, bringing awareness in how we can serve our customers. Being able to try different disabilities created good dialogue and learning opportunities as I heard many stories of personal relationships that we know of where they live with that specific disability.

Three key concepts that are most relevant to our industry that we learnt are;

- 1) To see the person first and the disability second.
- 2) To always ask "how can I help you" and not assume that help is needed
- 3) To keep mindful of the obstacles that we place around the store that make the shopping experience more difficult to navigate.

Further the discussion and instruction about guide dogs and service dogs was helpful as we have guidelines in our stores that involve food safety and the responsibility that we uphold as a food retailer. This is an area that is gaining more attention in our society and we want to be prepared in handling potential sensitive situations.

The follow up session here at the store was a very good exercise to further involve our team members in a real life situation firstly to re-emphasize the learning from the training day and then to put it to the test. The key concepts that we learned were realized and we have a greater awareness and appreciation to what a person with a disability lives with and has to cope with daily.

As a result of the TOAD program my team is better prepared to serve our customers.

Sincerely

Randy Nerling

Store Manager

Save On Foods, #984 Walnut Grove