



plus
company

ACCESSIBILITY POLICY

THE USE OF « PLUS COMPANY AMERICAS”, “PLUS COMPANY”, “CORPORATION”, REFERS TO PLUS COMPANY AMERICAS INC. AND ITS SUBSIDIARIES AND BUSINESS UNITS.

1. PURPOSE AND SCOPE

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a Provincial act aimed at creating a more accessible Ontario by identifying, and to the extent possible, preventing and eliminating barriers experienced by persons with disabilities.

This policy deals with the corporation's Accessibility Standards in Ontario.

1. STATEMENT OF ORGANIZATIONAL COMMITMENT

The corporation is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws. The corporation is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. The corporation understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law. The corporation is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

3. SCOPE OF THE POLICY

This policy applies to all employees of the corporation in Ontario. This policy applies not only during working time, but to any activities on or off the corporation's premises which could reasonably be associated with the workplace (e.g. social events).

4. DEFINITIONS

Assistive Device

Any device used to assist a person in performing a particular task(s) or to aid that person in activities of daily living. This can include a wheelchair, walker, screen reader, listening device or cane.

Disability

The term disability as defined very broadly by AODA and the Ontario Human Rights Code, 1990 includes:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes, mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of coordination, blindness or visual impediment, deafness or hearing impediment, muteness

or speech impediment, or physical reliance on a guide dog or other animal, or on a wheelchair or other remedial appliance or device;

- A condition of mental impairment or developmental disability;
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Service Animal

Service animals are animals, typically dogs, trained to help people with disabilities maintain independence. For example, they perform tasks, such as:

- Guiding a blind or visually impaired handler around obstacles
- Alerting a handler with diabetes about low blood sugar levels
- Protecting a handler with epilepsy during seizures
- Calming a handler with autism in an environment with too much sensory stimulation
- Retrieving out-of-reach objects for a handler with a physical disability
- Alerting a handler who is deaf or hard of hearing about sounds

All service providers that operate premises open to the public, or to third parties that serve the public, must welcome service animals. They must allow customers with disabilities to keep their service animals with them anywhere they need to go, except in places where the law excludes service animals.

Support Person

An individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services. Medical needs may include, but are not limited to, monitoring an individual's health or providing medical support by being available in the event of a seizure.

5. PROVIDINGS GOODS AND SERVICES TO PERSONS WITH DISABILITIES

Communication

The corporation strives to communicate with persons with disabilities in a manner that takes into account the person's disability. Communication strategies are set out in corporation's accessibility training program.

Assistive devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

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 and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

Support Persons

The corporation is committed to welcoming clients with disabilities who are accompanied by a support person. Any client with a disability who is accompanied by a support person will be allowed to enter the premises with his or her support person. At no time will a client with a disability who is accompanied by a support person be prevented from having access to his or her support person while on the corporation premises.

Where appropriate, support persons may be required to acknowledge that it is the client, and not the support person, to whom the corporation is providing its goods and/or services

6. NOTICE OF TEMPORARY DISRUPTIONS

The corporation will provide clients with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and reception counters of the corporation's premises in Ontario.

7. ACCESSIBILITY PLANS

Accessibility to Corporation Premises

The corporation has equipped its facilities with the following services in order to provide persons with disabilities with an equal opportunity to obtain, use and benefit from the corporation's goods and services:

- An elevator;
- An accessible entrance; and
- Wide doorways.
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals.
- Accessible off-street parking.

Team members will receive training on how to use these services in order to ensure that all persons with disabilities are provided with sufficient accommodation.

8. TRAINING

The corporation is committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles. Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

9. FEEDBACK PROCESS

The ultimate goal of the corporation is to meet or surpass client expectations while serving clients with disabilities. Comments on our services relating to how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the corporation provides goods and services to persons with disabilities can be made verbally (in person or by phone) or in writing or through email at accessibility@pluscompany.com.

Feedback will be collected will be responded to in a timely and accessible manner. Where appropriate, feedback will be taken into consideration as part of the ongoing review of the AODA Customer Service Standard policies and procedures.

10. Documentation to be Made Available

This policy is made available to any member of the public upon request. This policy will also be posted on the corporation's internet website.