



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. A standard for customer service (the Customer Service Standard) has been established under the AODA to ensure that goods and services are, where at all possible, equally accessible to every Ontarian.

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

2. POLICY STATEMENT

The corporation is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with Disabilities with respect to the corporation's programs, services and facilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting the objectives and requirements of the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA")

3. SCOPE OF THE POLICY

This policy applies to all employees (as defined in Section 4, below) 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, screen reader, listening device or cane.

Disability

The term disability as defined by AODA and Ontario Human Rights Code, 1990 refers to:

- 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.

Guide Dog

A highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, 1990 to provide mobility, safety and increased independence for people who are blind.

Service Animal

An animal is a "service animal" for a person with a disability if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- The person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

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. PROVIDING 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

The corporation is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services. The corporation will ensure that our employees are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our goods or services.

Guide Dogs and Service Animals

Persons with disabilities that are accompanied by a guide dog or service animal will be allowed to access premises that are open to the public and keep the animal with him or her unless otherwise excluded by law. If a service animal must be excluded from the premises, the corporation will provide the individual with the reasons for the exclusion and explore alternative ways to meet the individual's needs.

If it is not readily apparent that the animal is a service animal, the corporation may request a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his/her disability.

Team members will receive training on how to interact with persons with disabilities accompanied by a guide dog or service animal.

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 FOR EMPLOYEES

The corporation will provide training as required under AODA, to all persons to whom this policy applies as well as to the individuals charged with developing this policy and related procedures and practices.

Training will include the following:

- a) The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard;
- b) How to interact and communicate with persons with various types of disabilities;
- c) How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- d) How to offer assistance if a person with a disability is having difficulty in accessing the corporation's goods and services; and
- e) Review of the corporation's policies, practices and procedures relating to the Customer Service Standard.

The training will be provided to all team members to whom this policy applies as soon as practicable after he or she is assigned the applicable duties and training will be provided on an ongoing basis in accordance with changes to this policy and its related practices and procedures.

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@v7international.com.

Feedback will be collected by the Director of HR in Ontario and 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.