

# AODA – Accessibility for Ontarians with Disabilities Act & Non-Discrimination

## Policy Statement

Individuals have the right to be treated with respect in the workplace. The Company, in exercising its responsibility as the employer, will always endeavor to provide a work environment that supports productivity and the personal goals, dignity and self-esteem of every person.

The Company will not itself discriminate, and will not permit discrimination by our employees, against any employee or job applicant on the grounds of race, religion, sex, age, disability, national origin, language, political belief, marital or family status, sexual orientation, or any other ground prescribed by any law that applies to the Company. "Discrimination" means any action or inaction that differentiates between employees, imposes a disadvantage, or withholds an advantage. This policy applies to hiring, training, promotion, termination, leaves of absence, and compensation.

The responsibility for creating and maintaining a positive work environment rest with all of us. In addition to avoiding discrimination, the Company will not, and employees should not, condone behaviour in the workplace that is likely to undermine work relationships or productivity. All Managers and employee are expected to recognize and refrain from actions that offend, embarrass, or humiliate others, whether deliberate or not.

## Accessibility

Blackshop will make every reasonable effort to ensure that our policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity for all. Our company policies have been developed to meet the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07, under the Accessibility for Ontarians with Disabilities Act, 2005, and applies to the provision of goods and services to the public or other third parties in all provinces.

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Blackshop is committed to working to improve access and opportunities for people with disabilities by identifying, removing, and preventing barriers that might interfere with their ability to make full use of our services and facilities.

## Principles of Operation

The Company is guided by the following fundamental principles:

- Dignity – The Company is committed to establishing procedures and policies that treat all members of the corporation as valued individuals deserving of equal treatment and equal respect to those individuals without disabilities. The Company will not differentiate between individuals based on their abilities in any aspect of our business, and is committed to taking into

account how people with disabilities can effectively access and use the Company's goods and services.

- Integration – The Company is committed to integrating procedures and measures to allow individuals with disabilities to fully benefit from the goods and services provided by the Company. These may include alternative measures, policies, practices, and procedures that are specifically designed to address and remove barriers faced by disabled people that may result in the unequal treatment of those individuals.
- Compassion – The Company is committed to understanding and identifying the challenges faced by our member and will address those challenges with sensitivity and compassion.
- Equal Opportunity – The Company is committed to fostering an environment that allows for equal chances, options, benefits and results achieved by all employees.

## Communication

We will communicate with people with disabilities in ways that consider their disability. We will train all employees, volunteers, policy developers, and subcontractors providing goods, services, or facilities on behalf of Blackshop on how to interact and communicate with people with various types of disabilities.

## Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use, or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities.

## Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in hard copy, large print, e-mail, etc. upon request. We will answer any questions customers may have about the content of the invoice in person, by telephone, or email.

## Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter all Blackshop premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

## Notice of temporary disruption

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

### Training for staff

Blackshop will provide training to all employees and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices, and procedures.

### Employment

Blackshop is committed to fair and accessible employment practices. We will take steps to notify the public and staff that, when requested, Blackshop will accommodate people with disabilities during the recruitment and assessment processes and when people are hired. If you have a disability, please notify your Manager we will do everything we can to accommodate your disability.

### Feedback process

The goal of Blackshop is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way Blackshop provides goods and services to people with disabilities and all AODA inquiries or concerns can be made by email [info@blackshop.ca](mailto:info@blackshop.ca) and a member of our team will respond back to you.