



## ACCESSIBILITY POLICY

McFadden's Hardwood & Hardware Inc. ("McFadden's") is committed to ensuring the provision of a safe, welcoming, barrier-free and accessible environment for our employees, job applicants, customers, prospects, suppliers, visitors and other stakeholders who enter onto our premises, do business with us, access our website or communicate with us. The applies in relation to employment with our company, and with respect to areas such as customer service and facility environment, information and communication, and transportation.

McFadden's is committed to ensuring that our employees, facilities, policies, and business practices comply with the Ontario Human Rights Code and the obligations and standards of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

### **Training**

McFadden's is committed to training all employees and volunteers in accessible customer service. Developing policies and procedures, and accommodating employees and job applicants.

Training includes:

- The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the purposes of customer service.
- How to communicate and interact with people with various types of disability.
- How to interact with people with disabilities who use assistive devices or require service animals or support persons.
- How to proceed if a person is having difficulty accessing our goods, services or facilities.
- McFadden's Statement of Accessibility and Accessibility Policy.

Additional training modules are available upon request.

### **Communication**

McFadden's communicates with people with disabilities in ways that take into consideration their disability. This may include in person (face-to-face), telephone, email, or written communication. We will work with the person with a disability to determine what method of communication works for them.

### **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**

McFadden's welcome people with disabilities and their service animals. Service animals are allowed in/on the parts of our premises that are open to the public.

If we cannot easily identify that an animal is a service animal (a visible harness or vest) our staff may ask for documentation from a regulated health professional that confirmed the person needs the service animal. A regulated health professional is defined as a member of one of the following:

- 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

If service animals are prohibited by another law, we will explain why the animal is excluded, and discuss with the customer another way to provide goods, services, or facilities.

### **Support Persons**

At McFadden's, a person with disabilities who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In some cases, this organization might require a person with a disability to be accompanied by a support person for the health or safety reasons of the person with a disability, or others on the premises. Before making a decision, McFadden's will:

- Consult with the person with a disability to understand their needs.
- Consider health or safety reasons based on available evidence.
- Determine if there is another reasonable way to protect the health or safety of the person or others on the premises.

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities McFadden's will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

### **Feedback Process**

McFadden's welcomes feedback on how we provide accessible customer service.

- All feedback will be directed to the Facility Manager.
- Customers can expect a response within 3 business days.



McFadden's will ensure that the feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

**Changes in Policy**

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified.

This document is publicly available.

This policy will be reviewed annually and updated to facilitate accommodations in accordance with legislated standards.

Accessibility formats are available upon request.