

# VILLAGE MANOR (TO) LTD

## ACCESSIBILITY POLICY

### PURPOSE

Village Manor (TO) Ltd is committed to providing a Guest Experience to all Guests. Part of this experience includes providing accessible and equitable Guest service. Village Manor (TO) Ltd will provide its goods and services in a way that respects the dignity and independence of our Guests with disabilities. This policy outlines the provision of goods and/or services to Guests with disabilities including the use of assistive devices, service animals, and support persons by people with disabilities. This policy also covers how to notify Guests about temporary disruptions in services and facilities, training, guest feedback relating to Village Manor (TO) Ltd.'s goods and services, and notifying Guests about the availability and format of certain documents.

### DISABILITY

A disability is defined as:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness, including diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical 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 a developmental disability;
- A learning disability, or a 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.

### ACCESSIBILITY PLAN

Village Manor (TO) Ltd has developed, and will continue to maintain, a Multi-Year Accessibility Plan outlining the Company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Multi-Year Accessibility Plan will be reviewed and updated (where applicable) at least once every five years, and posted on the Company's website. Upon request, a copy of the

## PROVIDING GOODS AND SERVICES TO GUESTS WITH DISABILITIES

Village Manor (TO) Ltd will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all Guests receive the same value and quality
- Allowing Guests with disabilities to do things in their own ways, at their own pace when accessing Village Manor (TO) Ltd goods and/or services as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that Guests with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and/or services; and
- Communicating in a manner that takes into account a Guest's disability.

## INFORMATION AND COMMUNICATIONS STANDARDS

Village Manor (TO) Ltd will communicate to Guests with disabilities in ways that take into account their disability. We will train our service Associates on how to effectively interact and communicate with our diverse community and people with various types of disabilities.

## FEEDBACK PROCESS

Village Manor (TO) Ltd shall provide customers the opportunity to provide feedback on the service provided to customers with disabilities. Feedback is always welcome and can be submitted via phone, mail, and email or website e-submission.

Village Manor (TO) Ltd will continue to ensure that its Guest feedback process is accessible to Guests with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.

## USE OF ASSISTIVE DEVICES

An assistive device is one or more devices used by a person with a disability to help him/her independently complete everyday tasks. Accessibility devices include mobility aids, portable communication devices, head-wands, hearing aids and much more.

Village Manor (TO) Ltd welcomes the use of assistive devices by our Guests to access our goods and/or services. We will ensure our Associates are trained on how to interact with individuals using various assistive devices and how Associates can provide alternative service methods when applicable. While Village Manor (TO) Ltd will make every effort there are some limitations due to the physical layout. For example we are not wheelchair accessible on our upper floors.

## USE OF SERVICE ANIMALS AND SUPPORT PERSONS

### SERVICE ANIMALS

An animal is a service animal for a person with a disability if;

(a) It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or

(b) The person provides a letter from a Regulated Health Professional (including but not limited to physiologist, psychotherapist, chiropractor, nurse, physician, mental health therapist, etc.) confirming that the person requires the animal for reasons relating to the disability.

Guests with disabilities who are accompanied by a service animal are welcome unless the animal is otherwise excluded by law from the premises. If the animal is legally excluded from the premises, Village Manor (TO) Ltd will provide alternative measures to enable the person to obtain, use or benefit from its services.

Village Manor (TO) Ltd will ensure that all Associates are properly trained on how to interact with Guests with disabilities and who are accompanied by a service animal.

### SUPPORT PERSONS

If a customer with a disability is accompanied by a support person Village Manor (TO) Ltd will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person while on the premises.

### NOTICE OF DISRUPTIONS TO SERVICE

Village Manor (TO) Ltd will provide Guests with notice of a planned or unexpected disruption in services usually used by Guests with disabilities. This notice will include the reason for the disruption, its anticipated duration, as well as describe alternative facilities or services that may be available. This notice will normally be posted on a website and may also be posted on the premises, where appropriate in the circumstances.

## EMPLOYMENT STANDARDS RECRUITMENT

Village Manor (TO) Ltd will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

## RECRUITMENT, ASSESSMENT OR SELECTION PROCESS

Village Manor (TO) Ltd will notify job applicants selected to participate in an assessment or selection process that accommodations are available upon request relating to the materials or processes to be used.

If a selected applicant requests accommodation, Village Manor (TO) Ltd will consult with the applicant and provide, or arrange for the provision of, suitable accommodation in a manner that takes into account the applicant's accessibility needs relating to his or her disability.

## NOTICE TO SUCCESSFUL APPLICANTS

When making offers of employment, Village Manor (TO) Ltd will notify the successful applicant of its policies for accommodating Associates with disabilities.

## TRAINING

Village Manor (TO) Ltd will provide training for all employees who deal with the public and act on behalf of Village Manor (TO) Ltd.

Training will be conducted upon hire. In the event of changes to the legislation, policies or practices revised training will be conducted.

Training includes:

- Purposes of the Accessibility for Ontarians with Disabilities Act (for Ontario locations only) and requirements of the customer service standard
  - How to interact and communicate with persons of disability in a manner that takes into account his or her disability
  - How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person
  - How to use equipment or devices available that may help with the provisions of goods and/or services
  - What to do if a person with a particular type of disability is having difficulty accessing goods and/or services
    - Review Village Manor (TO) Ltd policies, practices, and procedures;
- Pertaining to providing accessible customer service to persons with disabilities
- Workplace emergency response information
  - Return to work process
  - Recruitment, including how to accommodate the candidates and Associates with disabilities during the hiring process and employment

## PERFORMANCE MANAGEMENT

Village Manor (TO) Ltd shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans when using a performance management process.

## INFORMING EMPLOYEES OF SUPPORTS

Village Manor (TO) Ltd will continue to inform its employees of its policies (and any updates to those policies) used to support Associates with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

## WORKPLACE EMERGENCY RESPONSE

Village Manor (TO) Ltd will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Village Manor (TO) Ltd is aware of the need for accommodation due to the employee's disability. Village Manor (TO) Ltd will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, Village Manor (TO) Ltd will, with the consent of the employee, provide the workplace emergency response information to the person designated by Village Manor (TO) Ltd to provide assistance to the employee.

Village Manor (TO) Ltd will review the individualized workplace emergency response information when the Associate moves to a different location in the organization, when the Associates overall accommodations needs or plans are reviewed, or when Village Manor (TO) Ltd reviews its general emergency response policies.

## DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS

Village Manor (TO) Ltd will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communications supports available will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

## RETURN TO WORK PROCESS

Village Manor (TO) Ltd maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations to return to work.

The return to work process outlines the steps Village Manor (TO) Ltd will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (i.e. the Workplace Safety Insurance Act, 1997).

## MODIFICATIONS TO THIS OR OTHER POLICIES

Village Manor (TO) Ltd is committed to developing Guest service policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities. Any policy of Village Manor (TO) Ltd that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed. This policy and its related procedures will be reviewed as required in the event of legislative changes.

## QUESTIONS ABOUT THIS POLICY

The purpose of this policy is to provide a framework through which Village Manor (TO) Ltd can achieve the Perfect Guest Experience for Guests with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to:

In Writing: Village Manor (TO) Ltd, 14 Madison Avenue, Toronto, ON, M5R 2S1

By Phone: 416-927-1722

Email Address/Website: [chris@madisonavenuepub.com](mailto:chris@madisonavenuepub.com)