



# GREEN EARTH POLICY FOR ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

Green Earth is committed to applying the principles and regulations of the AODA (specifically the Accessibility Standards for Customer Service - Ontario Regulation 429/07) to our daily operations so as to provide equal opportunity of access to persons with disabilities within Green Earth Stores. Green Earth will comply with the Guidelines in the Appendices to this policy.

## **Feedback Process**

Green Earth has established a process for receiving and responding to feedback about services to persons with disabilities:

- We welcome feedback in person, by telephone, in writing, or by email at [accessibility@greenearthstores.com](mailto:accessibility@greenearthstores.com).
- Any feedback will be collected by the Human Resources Department and directed to the appropriate person who can take action.
- All persons providing feedback will be responded to in a timely and accessible manner.

## **Scope of Policy**

This Policy applies to all of Green Earth's activities and functions that engage or interact with the public.

## **Responsibilities of Management and Staff**

Managers and supervisors at all levels of operations are responsible for participating in training related to this Policy and for compliance with the principles and regulations of the AODA as set out in this Policy and in the Appendices to this Policy.

All employees are responsible for being aware of this Policy and the Appendices to this Policy, for participating in training related to this Policy and for applying the principles and regulations of the AODA.

## **Principles for Policies, Practices and Procedures**

Green Earth will provide services to persons with disabilities based on principles and practices that are consistent with the following:

- Persons with disabilities will be given opportunity for service access, use and benefit that is equal to that given to other persons.
- Such services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- Such services will be integrated with services for other persons, unless an alternate measure is necessary on a temporary or permanent basis.
- Green Earth will address the use of assistive devices and other measures that enable service access, use and benefit.
- Communication with persons with disabilities will be conducted in a manner that takes into account the person's disabilities.

- Document(s) describing the policies, practices and procedures in this Appendix will be made available to any person on request.
- Where such documents are provided to persons with disabilities the format of the document will take into account the person's disabilities.
- Green Earth will inform all persons to whom services are provided that the documents required under this regulation are available on request.

### **Service Animals, Guide Dogs and Support Persons**

Green Earth will ensure that the access, use and benefit of services are not compromised for persons with disabilities who are accompanied by a service animal, guide dog or support person:

- Service animals and guide dogs will be permitted to enter and remain on Green Earth Stores premises together with the person with disabilities.
- If a support person is necessary for the health and safety of a person with disabilities, or for the health and safety of other persons, Green Earth will require the accompaniment of a support person on premises.
- Support persons will be permitted to enter premises together with the person with disabilities, and continuing access to the support person will be ensured.

### **Temporary Disruption to Facilities or Services**

If there is a temporary disruption in the facilities or services Green Earth provides for persons with disabilities:

- Green Earth will provide notice of the reason, the expected duration and available alternatives if any.
- Notice may be made by posting on the Green Earth website, store premises or other reasonable means in the circumstances.

### **Training**

All employees of Green Earth will receive training about the provision of services to persons with disabilities. The training program will be consistent with the following:

- Initial training will occur as soon as is practicable.
- Updated training will be provided as policies, practices and procedures change.
- Training will include:
  - A review of the purposes of the Act and requirements of the Regulation.
  - Instruction on how to interact and communicate with persons with various types of disabilities.
  - Instruction on the use of available technology and assistive devices, and on interaction with service animals, guide dogs and support persons.
  - Instruction on what to do if a person with disabilities is having difficulty accessing services.
- Green Earth will maintain a record of the training provided.