



Accessibility Policy- Scotland Agromart Ltd.

Scotland Agromart Ltd is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

Scotland Agromart Ltd is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. Scotland Agromart Ltd understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Scotland Agromart Ltd is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Training:

We are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles.

Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards

- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. This may include accessible entrances, accessible parking, electronic communication methods, large-print materials, and other communication supports as available at our locations.
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain all records of the training provided including dates and individuals trained, as required.

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.

We ensure that our staff are trained and familiar with what assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

Communication:

We communicate with people with disabilities in ways that take into account their disability. This may include the following:

- Providing information in accessible formats (e.g., large print, plain language, electronic formats)
- Communicating by email, phone, text, or in person, based on the individual's needs
- Allowing the use of support persons or interpreters where appropriate
- Providing additional time for communication where needed

We will work with the person with disabilities to determine what method of communication works for them.

**Service Animals:**

We welcome people with disabilities and their service animals. Service animals are permitted in all areas of our premises that are open to the public.

If it is not readily apparent that the animal is a service animal, we may request documentation permitted by applicable law confirming that the animal is required for reasons related to a disability.

If a service animal is excluded by law, we will explain the reason and work with the individual to provide an alternative way to access our goods, services, or facilities.

Support Persons:

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of Temporary Disruption:

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization 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.

The notice will be made publicly available in the following ways:

- Posted on site at the entrance door, or where appropriate, on our website.

Feedback Process:

Scotland Agromart Ltd welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

- By Phone: 519-446-2218, or call any of our locations
- By email: Through our website <https://scotlandagromart.ca/contact/>
- In person at any location



All feedback, including complaints, will be handled in the following manner:

Feedback will be directed to our General Manager. We will make every reasonable effort to respond promptly and to provide the requested information in a format that meets your needs.

Scotland Agromart Ltd ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, upon request.

Accessible Documents:

Scotland Agromart Ltd notifies the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

- On our website
- Available at the service counter at each of our retail locations

Scotland Agromart Ltd will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Information and Communications:

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request. We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- in a timely manner, taking into account the person's accessibility needs due to disability; and
- at a cost that is no more than the regular cost charged to other persons.
- We will meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

**Employment:**

Scotland Agromart Ltd is committed to fair, accessible, and inclusive employment practices. Accommodations are available upon request throughout recruitment, assessment, hiring, and employment.

We notify job applicants and employees that accommodations are available for disabilities and will consult with individuals to provide suitable accommodations, accessible formats, and communication supports.

We provide individualized workplace emergency response information where required and maintain written processes for individual accommodation plans and return-to-work accommodations for employees absent due to disability.

Design of Public Spaces:

We will meet accessibility laws when building or making major changes to public spaces.

Changes to Existing Policies:

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 or removed.

This document is publicly available. Accessible formats are available upon request.