



Variety Village
ACCESSIBILITY FOR ONTARIANS
WITH DISABILITIES ACT (AODA)
Policy

Integrated Accessibility Standards
Regulations



Introduction:

This manual has been designed to provide you with important information on the Accessibility for Ontarians with Disabilities Act, (AODA). The information in this document is important Variety Village employees or volunteers of Variety Village because it provides guidance on how we treat and provide services to our guests, clients, job applicants, customers and our own employees and volunteers who are individuals with disabilities.

Variety Village Accessibility Policy

At Variety Village, we value inclusion and commitment in fostering an environment where everyone is treated with dignity and respect and are able to participate fully regardless of their abilities or circumstance. We are guided by AODA principles, and Variety Village will take reasonable measures to ensure that all clients have been given equal access to the service we provide. We would do this through using reasonable effort in our communication through our policies, procedures and practices while in our programs and service to ensure an inclusive and supportive environment.

About the Accessibility for Ontarians with Disabilities Act, 2005 and the Integrated Accessibility Standards Regulation

In 2005, the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA). The goal of this legislation is to make Ontario fully accessible by the year 2025. This will be done by the creation and enforcement of accessibility standards referred to as Integrated Accessibility Standards Regulations (IASR)

The Integrated Accessibility Standards Regulations Standards are:

Customer Service

This standard addresses the business practices and training needed to provide better customer service to people with disabilities.

Information and Communications

This standard addresses the removal of barriers in access to information. This might include providing information through print, a website or other means.



Built Environment

These standard addresses access into buildings and outdoor spaces. This would include things like counter heights, aisle and door width, parking and signs.

Employment

This standard addresses the paid employment practices relating to employee/employer relationships, which could include recruitment, hiring and retention policies and practices.

Transportation

Access to transportation is needed for going to school, work, shopping, community participation and other aspects of daily life and this standard has been developed to remove barriers in this area.

It is important to know that implementing and adhering to these standards is the law in Ontario – it is not optional. Their purpose of the AODA is to ensure that businesses and organizations identify, remove and prevent barriers for people with disabilities to have more opportunities to participate in everyday life. These standards apply to private and public sector organizations across Ontario.

Identifying Disabilities:

A person may choose to or choose not to disclose a disability

Disabilities could be physical, intellectual, cognitive, learning, sensory sensitivities, audible, visual or mental health, vision loss,

What is a Disability?

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) used the same definition of “disability” as the Ontario Human Rights Code, which includes disabilities that are both visible and non-visible disabilities. The following definition

2.1 Human Rights Code

Section 10 (1) of the *Code* defines “disability” as follows:

“because of disability” means for the reason that the person has or has had, or is believed to have or have had,

- a. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, 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,



- b. a condition of mental impairment or a developmental disability,
- c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d. a mental disorder, or
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

“Disability” should be interpreted in broad terms. It includes both present and past conditions, as well as a subjective component based on perception of disability.

Potential Barriers to Accessibility:

Variety Village promotes awareness of the potential barriers faced by individuals with disabilities. Nevertheless, the organization remains committed to continuous improvement learning and to implementing changes that positively impact on the lives of people with disabilities.

Structural barriers may result from the design of a building, including stairs, width of hallways and even room layouts. Small print size, low colour contrast between text and background, wayfinding/place finding signs and lack of plain, clear language can all cause difficulty for some individuals. Policies that restrict people through systemic barriers, such as denying access to a person with a service animal.

As an employee or volunteer of Variety Village, we want to obtain your input. If you identify an opportunity for improvement, contact the Director, Access & Awareness or the Director, Human Resources, with your recommendations.

Customer Service Standard: Providing Goods and Services to People with Disabilities

Variety Village’s policy statement regarding the Customer Service Standard follows, along with guidelines for assisting individuals with disabilities. employees and volunteers are required to ensure that the respect and dignity of the individual is their guide. If you are not sure how to approach a customer, don’t hesitate to ask the person directly with a question such as “*How can I best assist you?*”



Variety Village Customer Service Policy Statement: Providing Goods and Services to People with Disabilities

Effective Date: April 2011

Reviewed: January 1, 2026

Policy Statement:

In adherence with the Accessibility for Ontarians with Disabilities Act, 2005, the following is Variety Village's policy statement on providing customer service to individuals with disabilities. This policy applies to all Variety employees, contractors and volunteers.

Introduction:

Variety Village will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Variety's services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- Individuals with disabilities will be given an opportunity equal to that given to others, to obtain, use and benefit from the services provided by Variety Village.

Variety Village's Commitment:

Variety Village continually strives to provide services in a manner that respects the dignity and independence of individuals with disabilities. We are also committed to providing people with disabilities the same opportunity to access our programs and services.

Communication

Variety Village strives to communicate with people with disabilities in a manner that takes into account their disability and/or individual need.

Variety Village continues to educate employees to ensure that everyone who works with the organization and able to address our customers' needs.

Assistive devices:

Variety Village support individuals with disabilities who use assistive devices to obtain, use or benefit from our services. Variety Village ensures that staff members should be familiar with various assistive devices that may be used by customers and they can always ask for additional training or support to increase awareness.



Written Information:

Upon request, Variety Village will provide large print versions of documents, forms and postings etc. The Variety Village website offers a variety of size viewing options. In addition, staff and/or volunteers are available to read written materials aloud for members, visitors and guests. Avoid using background colours that impact viewing materials.

Use of Service Animals:

Variety Village welcomes people with disabilities who are accompanied by a service animal. In addition, Variety Village offers an individual with a disability that will not be prevented from having access to his/her animal service while on Variety's premises. Variety Village also ensures that staff and volunteers are appropriately trained in how to interact with service animals. Variety Village has a separate policy on the use of Service Animals that can be found in this document. Guide dogs, therapy animals.

Support Staff:

Variety Village welcomes support workers and care givers accompanying customers or visitors to Variety Village who are attending programs, special events or using the facility, at no charge.

In the event Variety Village requires a person with a disability to be accompanied by a support person (and they are not currently), before making that decision, Variety Village will:

- consult with the person with a disability to ask their needs;
- consider health or safety reasons based on available evidence;
- determine if there are no other reasonable ways to protect the health or safety of the person or others on the premises;
- provide a support person entrance without charge; and
- document the decision and supporting reasons for the file.

Variety Village can provide sign language interpreters and real time captioning services and resources at special event, programs and meetings as requested.

Staff and Volunteer Training:

Due to the nature of their professions, Variety employees are trained and skilled in the areas of interacting and communicating with individuals with disabilities. A review of these techniques, along with new materials, takes place at in-service staff sessions held throughout the year. Employees of Variety Village are also required to complete Plan to Protect training sessions that highlight AODA regarding Customer Service Standards Act. Volunteers are advised of these requirements during their orientation with the Volunteer Coordinator.

Feedback Process:

Variety Village welcomes feedback from individuals with disabilities to ensure we are meeting or exceeding the needs of our customers and visitors. This information is important to help us continually improve the level of customer service we provide. For this purpose, a Customer Feedback Form is available from the Front Desk and accessible to all individuals with disabilities.



A copy of this policy is also posted by the cafeteria area. Customers have several ways to leave feedback, and this is outlined in the Feedback Form (also available in large font). Upon request, the policy can also be accessed in an accessible format or with communication support.

Inquiries:

Employee questions regarding this policy should be directed to the Director, Access & Awareness.



VARIETY VILLAGE ACCESSIBILITY FEEDBACK FORM

Variety Village provides opportunities for inclusive and accessible sport, fitness and training for people with disabilities, through the programming and services it offers. Our customers are people of all abilities, and we strive to ensure that everyone who comes through our doors has a positive experience in a welcoming environment.

We encourage members, guests and visitors to share the comments and feedback.

You can share your ideas, suggestions or comments in the following ways:

By Mail: Variety Village
3701 Danforth Avenue,
Scarborough, ON M1N 2G2
Attn: Director, Access & Awareness

By Email: aallison@varietyontario.ca

By Phone: 416-699-7167 extension 236

In Person: Complete the form below and drop it off at the Front Desk

(Please print clearly)

Name: _____ **Date:** _____

Contact Information: _____

Comments or Suggestions:

***We will respond to all inquiries within 5 business days.
Every submission will receive a response.***



Tips for Guiding for Person who are Blind or have low Vision.

The following are instructions and tips on guiding a customer with vision loss. For more information about guiding someone with vision loss visit www.cnib.ca

- Ask first if your customer wishes to be guided.
- If the answer is “yes”, offer your arm. Ask which arm is better. Walk at a normal pace. The person will walk about a step behind. Announce handrails, doors (to the right/left, push/pull to open etc.) and describe the surrounding areas (such as what is in an aisle – shelves and sections).
- If you are guiding towards stairs:
 - Let the customer know if they have to walk up or down.*
 - Approach the stairs head on, not at an angle and come to a full stop in front of the stairs.*
 - Lead or guide your customer to the rail side to allow them to take hold of it;*
 - Let them find the first step and then start to climb or descend the stairs.*
 - Try to be one step ahead and announce the last step.*
- If you are going through a narrow doorway, passage etc., the guide goes first, after explaining the circumstances and describing the area.
- Upon entering a room, offer to describe the dimensions and the location of people and furniture.
- If the person wishes to sit, offer to guide him/her and place his/her hand on the back of the chair.
- Keep the person informed when others approach or leave.
- If you must leave the individual alone, do not leave him or her standing in the middle of the room, with nothing to hold onto. If he/she is not seated, guide him/her to a door, wall, or piece of furniture to stand next to. This will help the person to stay spatially oriented.
- If your customer is accompanied by a guide dog, stand to the right of your customer, as the guide dog is usually at the owner’s left side. When guiding a customer with a dog, offer your left arm, but if the person you are guiding prefers to hold your right arm, that’s okay too.
- When the customer has a guide dog, offer to open the door first, before doing so. The customer may be using the door’s location as a reference point, or he/she may prefer to do it without assistance to protect the dog’s paws.

“Tips for guiding a customer with low vision and or Vision Loss” is part of the course “Serve-Ability: Transforming Ontario’s Customer Service”. The End User Agreement and copyright rules apply to any documents, resources, and materials that form part of the course. See the End User Agreement for more information.



Instructions on Supporting an Individual with an Assistive Device

Many people with disabilities have their own personal assistive devices. It is important to know that it is not appropriate to touch or handle an assistive device without permission or consent.

The following lists some examples of personal assistive devices:

- wheelchairs
- scooters
- walkers
- amplification devices that boost sound for listeners who are hard-of-hearing without reducing background noise
- hearing aids
- oxygen tanks
- electronic notebooks or laptop computers
- personal data managers
- communication boards used to communicate using symbols, words or pictures
- speech-generating devices that “speak” when a symbol, word or picture is pressed

Moving personal assistive devices

If you have asked and have permission to move a person in a wheelchair, remember to:

- wait for and follow the person’s instructions;
- confirm that the person is ready to move;
- Describe what you are going to do before you do it;
- avoid uneven ground and objects that create bumpy and unsafe ride and practice consideration and safety;
- avoid leaving the person in an awkward, dangerous or undignified position such as facing a wall or in the path of opening doors;
- Do not move items or equipment, such as canes and walkers, out of the customer’s reach;
- Respect the individual’s personal space. Do not lean over them or on their assistive device.

Remember to inform the person know about accessible features in the immediate environment (automatic doors, accessible washrooms, etc.) while providing an orientation of the building.

These tips do not cover every situation, so be guided by how you think you would like to be treated, and remember, ask the person directly.



Variety Village Service Animal Policy

On the following page, you will find Variety Village's policy on Service Animals, Guide Dogs, and Service Dogs. It also includes information on the Service Animal relief area that is provided at our facility and information on how to access the area. It is important to note the difference between service animals, including dogs and guide dogs.

Note: Employees and volunteers have a responsibility to conduct themselves in an appropriate manner when encountering a working animal, such as refraining from touching or distracting the animal.



Variety Village AODA Policy

Guide Dogs, Service Animals and Service Dogs

Effective: January 2010

Reviewed: January 1, 2026

Introduction:

Under the Accessibility Standards for Customer Service, Ontario Regulation 429/07 created under the Accessibility for Ontarians with Disabilities Act, 2005 to provide goods or services to people with disabilities in Ontario, Variety Village welcomes service animals assisting people with disabilities onto its sites and properties.

Scope:

- This policy applies to the provision of goods and services at Variety Village.
- This policy applies to employees and contractors who deal with our customers and other visitors and who act on behalf of Variety Village.
- This specific policy addresses the use of guide dogs, service animals and service dogs on the premises of Variety Village.

Guide dogs and other service animals accompanying a person with a disability are welcome on Variety Village premises and we acknowledge that these animals are not pets but are considered working animals and are used by people with disabilities to overcome barriers, similar to assistive devices such as a white cane or a wheelchair.

For clarification, we provide the following definitions:

Guide Dog:

A highly trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, to provide mobility, safety, and increased independence for people who are blind.

Service Animal:

As reflected in Ontario Regulation 428/07, an animal is a service animal for a person with a disability if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- The person provides a letter from a regulated health professional confirming that the person requires the animal for reasons relating to their disability.

Service Dog:

As reflected in Health Protection and Promotion Act, Ontario Regulation 562 a dog, other than a guide dog for the blind, is a service dog if:



- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
- the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Policy:

A visitor, guest or Variety Village member with a disability who is accompanied by a guide dog, service animal or service dog will be allowed access to Variety Village areas that are open to the public, unless otherwise excluded by law.

Food Service Areas:

A visitor, guest of Variety Village member with a disability who is accompanied by a guide dog or service dog will have access to food service areas open to the public, unless otherwise excluded by law.

Other types of service animals are not permitted into food service areas due to the Health Protection and Promotion Act, Ontario Regulation 562.

Care and Control of the Animal:

The visitor, guest or Variety Village member who is accompanied by a guide dog, service animal or service dog is responsible for always maintaining care and control of the animal.

Allergies:

Where a health and safety concern presents itself in the form of a severe allergy to the animal, Variety Village will take reasonable steps to meet the needs of the individuals involved and may include relocating one of the individuals. Each situation will be considered on a case-by-case basis.

Service Animal Relief Area:

Variety Village provides a grassy, fenced area at the south end of the building for guide dogs, service animal and service dogs. A visitor, guest or Variety Village member who wishes access to this area for their animal should advise the front receptionist, who will arrange for the entrance door to the Service Animal Relief Area to be unlocked by our Building Services staff.

**Customer Feedback Process:**

As noted at the beginning of this document, Variety Village welcomes feedback from individuals with disabilities to ensure we are meeting the needs of our customers and visitors. This information is important to help us continually improve the level of customer service we provide. For this purpose, a Customer Feedback Form is available from the Front Desk and accessible to all individuals with disabilities. Customers have a number of ways to leave feedback, and this is outlined on the Feedback Form. For individuals who may require larger font, these documents are available in large font format.

Inquiries:

Employee questions regarding this policy should be directed to the Director, Access & Awareness.



Information and Communications Standards

Variety Village's formal Information and Communication Standards Policy is outlined below. Communication is the foundation of much of our lives and a basic human right. There are thousands of people in Ontario who have disabilities that affect hearing, speaking, reading, writing, and/or understanding.

The basis of good communication includes being respectful and being a good listener.

Some of the main types of communication disabilities:

Hearing:

Hearing loss or deafness can make it difficult to hear what a person is saying and

Cognition

People with cognitive disabilities can be congenital or acquired through an injury or disease can make communication as it may impact memory, learning, or understanding.

Language

Every person uses varied communication styles, verbal, languages, augmentative communication support systems, sign language, gestures, or written/ typed correspondence, people may have multiple disabilities.

The following is a list of the various means of communication:

- Speech
- Body language and facial expressions
- Gestures
- Pointing or looking at objects and people
- Sign language
- Writing, typing or drawing
- Spelling on a letter board
- Pointing to pictures, symbols or written words on a communication display
- Using a communication device, which is usually obtained through an augmentative an alternative communication clinic.

The best way to find out how a person wants to communicate with you is to ask them.

In-depth information on Communication Access is provided in the Access Ontario publication from Access Ontario. A copy is available on our File Server under All Staff/HR/AODA Policies. A copy of this publication will be provided with this manual. All employees of Variety Village are required to review this document.



Variety Village ensure that information and accessible communication is available to the people who uses or visit the facility. This will be accomplished in a number of ways, which include, but are not limited to:

- Providing large print format documents
- Implementing accessible Way Finding signs, including Braille.
- Providing readers to read material
- Braille
- Hand written communication
- Sign language
- Writing boards



Variety Village AODA Policy

Information and Communication Standard

Effective: January 2014
 Reviewed: January 1, 2026

Purpose:

The purpose of this policy is to create a statement of commitment that provides a framework within which Information and Communication plans and initiatives are created in order to move the organization towards the goal of improved accessibility for people with disabilities in Ontario. Variety Village endeavors to provide accessibility and accommodation as prescribed in the AODA.

The commitments in this policy are intended to ensure that accessibility remains a priority in Variety Village's decision-making process and will serve to assist in ensuring that decisions improve accessibility in the area of information and communications and do not inadvertently create barriers.

Policy:

Variety Village is committed to working towards being compliant with all the standards under the Accessibility for Ontarians with Disabilities Act (AODA) as they are introduced and become law.

Accessible Website and Web Content:

All departments governed by OCAS will make its web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0 at a minimum of Level A. Web content includes any information which resides on an internet or intranet web site.

Exceptions:

The Information and Communications Standard does not apply to products and product labels; unconvertible information or communications; or information that the organization does not control directly or indirectly through a contractual relationship. If the organization determines that information or communications are unconvertible, the organization should provide the person requesting information or communication with the following:

- a) An explanation as to why the information or communications are unconvertible;
- b) A summary of the unconvertible information or communications;
- c) Information is regarded as unconvertible if it is not technically feasible to convert the information or communications; or if the technology to convert the information is not readily available.

Definitions:

- "Communications" means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.
- "Accessible formats" may include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities.



- “Accommodation” means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person’s unique needs.
- “Accommodation” means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person’s unique needs.
- “Communication supports” may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.
- “Dignity” means service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.
- “Equal Opportunity” means service is provided to individuals in such a way that have an opportunity to access goods or services equal to that given to others.
- “Independence” means when a person is able to do things on their own without unnecessary help or interference from others.
- “Information” includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.
- “Integration” means service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternate measure is necessary to enable the individual to access goods or services.
- “Reasonable efforts” means taking approaches that meet the required needs of the individual.

Procedure:

Variety Village will monitor and evaluate accessibility initiatives and changes to applicable legislation and/or regulations. Changes to policies, plans and initiatives will be incorporated as required.

If you have questions on this policy, want to provide feedback or have a concern, contact the Director, Access & Awareness.

Employment Standard:

The Ontario Human Rights Code requires all employers to meet the accommodation needs of employees with disabilities to the point of undue hardship. To understand the term “undue hardship” as it related to accommodation, the Supreme Court of Canada has deemed that an organization may be deemed to suffer undue hardship if the expenses are:

- Quantifiable;
- shown to be related to the accommodation; and
- so substantial that they would alter the essential nature of the enterprise, or so significant that they would substantially affect its viability.



The requirements under the Employment Standard apply to paid employees but do not apply to volunteers and other non-paid individuals.

Variety Village will ensure that people with disabilities are welcomed and supported within the workplace. All employment services provided by Variety Village will follow the principles of dignity, independence, inclusion and equal opportunity.



Variety Village Employee Accommodation Policy

Effective Date: January 1, 2026

Introduction:

This policy is intended to meet the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11 for the Employment Standard set forth under the Accessibility for Ontarians with Disabilities Act, 2005.

Purpose:

To provide a clear, consistent process for accommodating employees with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), Ontario Human Rights Code, and other applicable legislation.

This procedure ensures employees' needs are met while maintaining operational effectiveness and confidentiality.

Scope

Applies to all full-time, part-time, and contract employees of Variety Village who require accommodation based on a prohibited ground of discrimination, including disability.

Procedure

1. Requesting Accommodation

1. Employee notifies HR Department or Manager of the need for accommodation.
2. HR/Manager confirms the accommodation request is based on a protected ground under human rights legislation.
3. Employee may provide supporting documentation (medical or other) to explain the need.

2. Assessment & Consultation

1. HR/Manager meets with the employee to clarify needs and limitations.
2. Identify essential and non-essential job duties affected.
3. Explore all accommodation options, considering effectiveness, feasibility, and potential undue hardship.
4. Collaborate with the employee, Manager, and other relevant departments as needed.

3. Developing the Individual Accommodation Plan

1. Complete the IAP form.



2. Clearly document:

- Accommodation measures
- Responsible parties
- Implementation dates
- Adjustments to performance goals (if any)

3. Decide whether the accommodation is temporary or permanent.

4. Include emergency response instructions if applicable.

4. Implementation

1. HR/Manager ensures accommodation is implemented according to the plan.
2. Communicate expectations to all relevant parties while maintaining confidentiality.

5. Monitoring & Review

1. Review the plan regularly (at least annually, or sooner if needs change).
2. Employees must notify HR/Manager if accommodation needs change.
3. Update the plan as required and document all adjustments.

6. Confidentiality

- All documentation and communications related to accommodation are strictly confidential.
- Information is only shared on a need-to-know basis to implement the accommodation.



Individual Accommodation Plan (IAP) Form

Employee Information

Name: _____

Job Title/Department: _____

Supervisor/Manager: _____

Date of IAP Meeting: _____

1. Accommodation Request

Reason for request / Disability: _____

Requested accommodations (if provided by employee): _____

2. Functional Limitations

Description of how the disability impacts work duties:

3. Workplace Barriers Identified

Physical, procedural, or attitudinal barriers affecting the employee:

4. Agreed Accommodation(s)

Accommodation Responsible Party Implementation Date Notes / Follow-Up

5. Implementation Plan

Steps to implement accommodation:

Resources required (equipment, software, training, etc.):

6. Monitoring & Review

Review date(s): _____

Frequency of follow-up: _____

Responsible Party for follow-up: _____

Adjustments needed (if any):



7. Employee & HR Acknowledgment

Employee signature: _____ Date: _____

HR/Investigator signature: _____ Date: _____

Supervisor signature: _____ Date: _____

8. Additional Notes / Comments

Note: Documentation related to your request will be needed and should be discussed with your Director and Director, Human Resources. Any documentation of a personal or medical nature can be submitted to the Human Resources Department, who will share (as appropriate) only information related to any work-related restrictions or circumstances that require accommodation. The confidentiality of your personal and/or medical information will be safeguarded by the Human Resources department in accordance with PIPEDA regulations.



Job Applicant Disability Accommodation Policy Introduction

Policy Statement:

In adherence with the Accessibility for Ontarians with Disabilities Act, 2005, the following is Variety Village's policy statement on providing customer service to individuals with disabilities. This policy applies to all Variety employees, contractors and volunteers.

Under the Employment Standard, job applicants, whether external or internal, are entitled to accommodation for the application and interview process, as well as on the job.

Variety Village will notify employees and the public about the availability of accommodation for job applicants who have disabilities through a statement in all of our job postings, both internal and external.

Variety Village's policy on the Job Applicant Disability Accommodation Policy follows.



Variety Village Job Applicant Disability Accommodation Policy

Effective: December 11, 2015

Reviewed: January 1, 2026

This policy is intended to meet the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11 for the Employment Standard set forth under the Accessibility for Ontarians with Disabilities Act, 2005.

Introduction:

Variety Village provides equal access and opportunities to job applicants with disabilities. Variety Village will provide reasonable accommodation for qualified individuals with disabilities in the job application process.

Purpose:

This policy provides guidelines regarding the accommodation of qualified job applicants with disabilities, as defined in the Ontario Human Rights Code, including Accessibility of Ontarians with Disabilities Act.

Eligibility

This policy applies to all qualified job applicants with a disability who may require reasonable accommodation during the hiring process.

Variety Village job postings, both internal and internally posted, state that Variety Village job applicants may request accommodation during the recruitment process providing they qualify for the position posted.

Job applicants are responsible for:

- making their accommodation needs know, to the extent that they are able;
- helping to identify potential accommodation options;
- providing documentation in support of their request for accommodation, including information about any restrictions or limitations; and
- accepting an offer of accommodation that meets their needs, even with it is not their preferred option.

Job applicants can expect:

- to be treated with respect and dignity;
- to have their needs accommodated up to the point of undue hardship; and
- to be informed of the reasons, if their accommodation request is denied.

**Appeals**

If a job applicant has been denied accommodation, is not satisfied with the accommodation offered or believes that his or her request has not been handled in accordance with this policy, he or she may request a second opinion from the Director, Access & Awareness.

Privacy and Confidentiality

All records associated with job applicant accommodation requests will be maintained in a secure location and only shared with persons who require the information. Variety Village and all individuals involved in the accommodation process will comply with the requirements of the Personal Information Protection and Electronic Documents Act (PIPEDA).



Variety Village Employee Performance Management, Career Development, and Advancement Policy

Effective: January 2016

Effective January 1, 2026

Introduction:

Variety Village will ensure that employees with disabilities are treated fairly, consistently and in line with all policies relating to their employment, including performance management, career development and advancement. This policy is intended to meet the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11 for the Employment Standard set forth under the Accessibility for Ontarians with Disabilities Act, 2005.

Policy:

Variety Village is committed to ensuring that the performance management tools, career development and training and the advancement of employees within the organization will respect the needs of their employees with disabilities when developing and/or using these tools or processes.

The Human Resources department and the Director, Access & Awareness are available to assist managers and employees in providing accommodation to employees with disabilities and in ensuring that their performance management activities, career development, training and advancement of employees with disabilities are applied equitably.



Variety Village Accessible Formats and Communication Supports for Employee

Effective: January 2016

Reviewed: January 1, 2026

Introduction:

Variety Village will ensure that employees with disabilities have access to various formats and communication support to ensure they have access to the same information that is available to all employees. This policy is intended to meet the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11 for the Employment Standard set forth under the Accessibility for Ontarians with Disabilities Act, 2005.

Policy:

Variety Village employees, once hired, may request accessible formats and communication support for the employee to perform their job, and to access information available to all employees.

This may be done by completing and submitting the Employee Accommodation Request form (policy and form available from File Server: All Staff and within this document. Various options will be discussed with the employee to determine the support that works best and within the guidelines of the Employee Accommodation Request policy.



Variety Village Employee/Volunteer Workplace Emergency Response Information Policy

Effective: January 2012

Reviewed: January 1, 2026

This policy is intended to meet the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11 for the Employment Standard set forth under the Accessibility for Ontarians with Disabilities Act, 2005.

Introduction:

Variety Village will ensure that an individualized workplace emergency response plan is created for employees and volunteers with disabilities, providing the disability makes it necessary and that Variety Village is aware of the need. Employees and volunteers are encouraged to advise the Human Resources department or Volunteer Coordinator and/or their manager of needs in this regard.

Policy:

With the employee/volunteer's consent, Variety Village will ensure that the emergency response is shared with any other employee who may be called up to provide assistance in the event of an emergency.

Review of the Plan:

The individual plan that is created will be reviewed:

- in the event the employee/volunteer changes workspace location or hours;
- the employee/volunteer's accommodation requirements are being reviewed, or
- Variety Village is reviewing its own emergency plans.

At the time of review, if any necessary updates will be documented with the employee/volunteer's input and shared with any employees who have been designated (with the employee/volunteer's consent) to provide assistance in the event of an emergency.

Note: Due to the nature of Variety Village's facility, the fire alarm system is designed for hearing people as well as people who are deaf, deafened, and/or hard of hearing by providing a visual emergency signal.

A copy of this form is available on the P: Drive under *All_Staff/AODA Policies and Related Information/Employee Workplace Emergency Response Plan* and a copy is included with this policy.

Plan Retention:

The employee/volunteer and their Director will retain a copy of the plan and the original will be retained in the employee/volunteer's personnel or volunteer file, including any revised plans.



Employee/Volunteer Workplace Emergency Response Plan

Please print clearly

EMPLOYEE/VOLUNTEER INFORMATION	
Name:	Position:
Department:	Supervisor

EMERGENCY EVACUATION ASSESSMENT

Please indicate the barriers listed below that could prevent the employee/volunteer from quickly evacuating the workplace in the event of an emergency.

Mobility: difficulty walking, using stairs, joint pain, use of mobility device (i.e. wheelchair, scooter, cane, crutches, walker, etc.)

Yes ____ No ____

Vision Low vision or blind

Yes ____ No ____

Hearin – hard of hearing deaf

Yes ____ No ____

Other (Please specify):

Yes ____ No ____



COMMUNICATION NEEDS AND ACCOMMODATIONS

Please indicate the employee/volunteer’s preferred method of communication in an emergency. Include any assistive communication devices and/or other accommodations required.

CONDITIONS, SENSITIVITIES, DISABILITIES AND ACCOMMODATION SUMMARY

Please indicate any temporary or long term conditions, sensitivities and/or disabilities that may impact the well-being and safety of the employee/volunteer during an emergency response.

EMERGENCY ASSISTANCE REQUIRED:

EMPLOYEE/VOLUNTEER PERSONAL EMERGENCY PREPAREDNESS KIT

Is an Employee/Volunteer Personal Emergency Preparedness Kit required? (At employee/volunteer’s discretion)

Yes ____ No ____

If “yes”, please list contents. Example: medications, food for specific dietary needs, personal assistive devices etc.)

Location of Employee/Volunteer Personal Emergency Preparedness Kit:



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EMERGENCY EVACUATION ROUTES

Indicate the primary accessible evacuation route from workplace, noting any accessibility accommodations required. If possible, attached a site map and identify a meeting location,

Indicate an alternative evacuation route from workplace, noting any accessibility accommodations required. If possible, attach a site map and identify a meeting location.

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Variety Village Employee and Volunteer AODA Manual for Integrated Accessibility Standards Regulations

Thank you for participating in the review of the AODA – Accessibility for Ontarians with Disabilities Act, and Integrated Accessibility Standards Regulations for Variety Village.

The information provided will prove to be valuable in ensuring people of all abilities feel welcome, accepted and actively involved in our programs and services.

If there are any areas you have questions about or would like to learn more, please don't hesitate to arrange a meeting with the Director, Access & Awareness.

To provide a record of the training that you have received kindly print, sign and date this page on the space provided below and return it to the Director, Human Resources.

Name (Please print)

Date

Signature

Department