



## Accessibility Plan Policy

*This accessibility plan will be posted on our website (Algonquinoutfitters.com) and will be provided in an accessible format upon request.*

**1. Purpose and Scope:** This policy outlines the commitment of Algonquin Outfitters to promoting accessibility and inclusivity as required by the Government of Ontario's Accessibility for Ontarians with Disabilities Act (AODA) Regulation O. Reg. 191/11. This policy applies to the operations of Algonquin Outfitters as a designated large organization.

**2. Multi-Year Accessibility Plan:** (2.1) Algonquin Outfitters shall establish, implement, maintain, and document a comprehensive multi-year accessibility plan. This plan will outline our organization's strategy to prevent and remove barriers, as well as meet all requirements stipulated under the AODA Regulation O. Reg. 191/11.

**3. Accessibility Plan Posting:** (3.1) The accessibility plan will be posted on the official Algonquin Outfitters website: Algonquinoutfitters.com. Additionally, the plan will be provided in an accessible format upon request.

**4. Review and Update:** (4.1) The accessibility plan will undergo a thorough review and update at least once every five years. This process will ensure that the plan remains current, relevant, and aligned with any changes in legislation, organizational structure, or operational practices.

**5. Accessibility Plan Contents:** (5.1) The multi-year accessibility plan will include, but is not limited to, the following:

a. TRAINING. All training be documented including details such as the names of individuals trained, the date of completion, and securely stored to maintain records.

- Establish a training plan for all Algonquin Outfitters staff, paid or volunteer (completed Dec 2023)
- All current staff to complete training by March 31, 2023
- Summer staff: an electronic version of the training materials will be established (completed Dec 2023) and sent to all prospective hires with the intent of completion before they start their first day at work (Spring 2024)

b. ESTABLISH RELATED POLICIES. All policies will be available on request to the public in an accessible format if required.

- General accessibility policy (completed Dec 2023)
- Accessible customer service (completed Dec 2023)
- Temporary disruption to accessibility services (completed Dec 2023)



- Employee emergency response information template (completed Dec 2023)

c. DEVELOP AND IMPLEMENT A CUSTOMER FEEDBACK PROCEDURE (target Feb 28 2024)

- Set up a process for receiving and responding to feedback about the way your organization provides customer service to people with disabilities, including what action will be taken if a complaint is received.
- Make information about your feedback process available to the public.
- Ensure your feedback process is accessible by providing *accessible formats* or *communication supports*.

d. RECRUITMENT PROCESS.

- advertised job positions will state that accessibility accommodations for job applicants with disabilities are available on request.
- During the selection process accessibility accommodations will be available on request
- At time of hire the successful applicant will be informed of our organization's policies on accommodating employees with disabilities. This may be done verbally, in person, by email, or in an offer letter.

Accommodations will be offered for any disability throughout the interview and hiring process. (target Feb 28 2024)

e. ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS. Algonquin Outfitters will establish alternative formats to be used. (target Feb 28 2024) Examples to include:

- Reading written information to a person directly
- Large print
- Handwritten notes instead of spoken word
- Information written in plain language
- An electronic document formatted to be accessible for use with a screen reader

f. EMERGENCY PROCEDURES, PLANS AND/OR PUBLIC SAFETY. To be available in an accessible format upon request (target Feb 28 2024).

g. WEBSITES AND WEB CONTENT IN ACCESSIBLE FORMAT. All related content to be compliant with Web Content Accessibility Guidelines (WCAG) 2.0 by February 28, 2024.

h. INDIVIDUAL ACCOMMODATION PLAN. Establish a template to document individual accommodation plans for employees with disabilities. (completed Dec 2023).

i. PREVENTATIVE AND EMERGENCY MAINTENANCE OF ACCESSIBLE ELEMENTS OF PUBLIC SPACES. Our public spaces operate from seasonal locations. Each spring during our start-up period (Apr-

May), the on site manager will review maintenance plans for the accessible elements and establish any needed work, timing of work, and any applicable notice to the public.

#### Identification and removal of existing barriers to accessibility.

- Conduct a comprehensive accessibility audit of physical spaces, websites, and communication channels to identify barriers.
- Prioritize and implement measures to remove identified barriers promptly.
- Address obstacles that may hinder the accessibility of products, services, or information.

#### Strategies for preventing the introduction of new barriers.

- Establish protocols and guidelines to ensure that any new policies, procedures, or physical changes consider and prioritize accessibility.
- Integrate accessibility requirements into the planning and decision-making process for any future expansions, renovations, or updates.

#### Training initiatives to promote awareness and understanding of accessibility.

- Develop and implement training programs for employees across all departments.
- Ensure staff members are educated on interacting with customers with diverse abilities.
- Provide training on assistive technologies, accessible communication methods, and disability etiquette.

#### Methods for ongoing consultation with persons with disabilities.

- Establish feedback mechanisms, such as suggestion boxes, surveys, or designated contact persons, to allow persons with disabilities to provide input.



- Actively seek input from individuals with disabilities in the community through focus groups or advisory committees.
- Regularly review feedback and adjust policies and practices accordingly.

Integration of accessibility considerations into procurement processes.

- Include accessibility criteria in the procurement process for goods, services, and technology.
- Collaborate with suppliers and vendors who prioritize accessibility in their products and services.
- Ensure that procurement decisions align with the commitment to providing accessible offerings.

**6. Responsibility:** (6.1) The Controller is designated to oversee the development, implementation, and maintenance of the accessibility plan with the aid of store managers for each business location.

**7. Communication:** (7.1) All employees, contractors, and stakeholders will be made aware of the existence and availability of the accessibility plan.

**8. Reporting:** (8.1) A summary of the accessibility plan's status and any updates will be reported to the Owner on an annual basis.

**Date of Last Revision:** [12/12/23]

Algonquin Outfitters

Authorized Signature

Date