



## TREE OF LIFE CANADA ULC

# ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES (AODA) POLICY

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<b>Effective Date:</b> 1/10/2011	<b>Revision Date:</b> 9/13/2021
<b>Policy Number:</b>	<b>Version:</b> 02
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This policy has been developed to comply with the Accessibility for Ontarians with Disabilities Act, which requires the development of standards for accessibility in four areas: Customer Service, Information, Communication and Employment. Specifically, this policy addresses the Integrated Standard of Customer Service, Information, Communication and Employment and supersedes the Customer Service Policy issued December 2011.

The purpose of these standards is to break down barriers and increase accessibility for persons with disabilities.

### OUR COMMITMENT

Tree of Life Canada ULC is committed to serving our customers and consumers, partnering with our suppliers and interacting with employees in a way that respects the dignity and independence of people with disabilities. We are also committed to using reasonable efforts in preventing and removing barriers to accessibility and providing people with disabilities the same opportunity to access, and benefit from, our goods and services in the same place and in a similar way as other customers, suppliers and employees.

This policy will be implemented in accordance with the timeframes established by the Regulation.

### ACCESSIBILITY PLAN

Tree of Life Canada ULC will develop, maintain and document an Accessibility Plan outlining the company's strategy for preventing and removing barriers from its workplace and improving opportunities for persons with disabilities.

The Accessibility Plan will be reviewed and updated at least once every five years and will be posted on the company's website. Upon request, Tree of Life Canada ULC will provide a copy of the Accessibility Plan in an accessible format.

To view Tree of Life Canada ULC multi-year Accessibility Plan, visit: [www.treeoflife.ca](http://www.treeoflife.ca)

## DEFINITIONS

**Disability:** Under Tree of Life Canada ULC's policy and the AODA guidelines, a Disability is 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 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 devices.

**CUSTOMER SERVICE STANDARDS** - Providing goods and services to people with disabilities. All employees are expected to foster environments whereby people with disabilities are able to access products and services with dignity and respect, and are educated on functions and responsibilities in the following areas:

**Communication:** Employees will communicate with people with disabilities in ways that take into account their disability.

Tree of Life Canada ULC is committed to ensuring that employees who communicate with customers will be trained how best to interact and communicate with people with various types of disabilities. Specifically, employees will communicate with customers over the telephone in clear and plain language and speak clearly and slowly. If telephone communication is not suitable for their communication needs or is not available, Tree of Life Canada ULC will offer to communicate by email or letter.

**Assistive devices:** Employees will be educated about various assistive devices that may be used by customers with disabilities while accessing our goods or services. Assistive devices are technical aids, communication devices, or medical aids that are used to increase, maintain, or improve the functional abilities of people with disabilities.

**Use of service animals and support persons:** Tree of Life Canada ULC welcomes people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public except where excluded by law. We will ensure that all employees are properly trained on how to interact with people with disabilities who are accompanied by a service animal.

Similarly, Tree of Life Canada ULC is committed to welcoming people with disabilities who are accompanied by a support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

A Service Animal is an 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 if the person

provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person is another person who accompanies the disabled person in order to help with communication, mobility, personal care, medical needs or access to goods or services.

## **TRAINING OF EMPLOYEES**

Tree of Life Canada ULC will provide training on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the Human Rights Code to all employees.

Training will be appropriate to the duties of the employees and will be provided as soon as practicable after employee is hired.

Training will include the following:

- The purpose of AODA and the requirements of the Customer Service and Integrated Accessibility Standards.
- Best practices with respect to interacting and communicating 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 support person.
- What to do if a person with a disability is having difficulty accessing Tree of Life Canada ULC's products or services.
- Tree of Life Canada ULC's policies, practices and procedures relating to the customer service standard.

Tree of Life Canada ULC will keep a record of the training that it provides.

## **INFORMATION AND COMMUNICATION STANDARDS**

Tree of Life Canada ULC is committed to meeting the communication needs of people with disabilities.

**Feedback process:** Tree of Life Canada ULC is committed to ensuring that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports for persons with disabilities, upon request in a timely manner and in a way that takes into account the person's accessibility needs due to disability.

Ultimately, Tree of Life Canada ULC is committed to meeting and surpassing customer and employee expectations while serving customers with disabilities. Comments on our service regarding how well those expectations are being met are welcome and appreciated.

**Consumer Affairs:** Customers can expect to hear back within 7 business days.

**Accessible Websites and Web Content:** By January 1, 2021, Tree of Life Canada ULC will ensure that requirements set out in the legislation are met as relate to internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at level AA except where this is impracticable.

## **EMPLOYMENT STANDARDS**

Tree of Life Canada ULC aims to provide fair and accessible employment practices to all its prospective and current employees. As a result, we are committed to working towards meeting the legislative requirements as it relates to preventing and removing barriers to accessibility in the workplace and providing everyone, including employees with disabilities access to the same opportunities.

Tree of Life Canada ULC will ensure that all employment standards meet accessibility requirements by January 1, 2016. We are working towards taking the following steps in three major areas of employment standards: Recruitment, Accommodations for employees, and Performance Management, Career Development and Redeployment.

**Recruitment:** The Tree of Life Canada ULC Human Resources team is committed to notifying its employees members and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Similarly, the Tree of Life Canada ULC Human Resources team will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, Tree of Life Canada ULC will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

When making offers of employment, Tree of Life Canada ULC will notify the successful applicant of its policies for accommodating employees with disabilities.

**Accommodations for Employees:** Tree of Life Canada ULC will ensure that we are creating and following measures for any employee who requires accommodation as a result of a disability. Employees who require an accommodation should contact their HR Business Partner. Human Resources will work with the employee to build an accommodation plan and determine if an accommodation plan is required.

**Informing Employees of Supports:** Tree of Life Canada ULC will continue to inform its employees of its policies (and any updates to those policies) used to support employees 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 and representatives as soon as practicable after commencing employment.

**Accessible Formats and Communication Supports for Employees:** Upon the request of an employee with a disability, Tree of Life Canada ULC will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees, including information as it relates to conducting performance management, providing career development and advancement to employees, or when redeploying employees. In determining the suitability of an accessible format or communication support, Tree of Life Canada ULC will consult with the employee making the request.

**Workplace Emergency Response Information:** Individualized workplace emergency response information will be provided to employees who have a disability, if the disability is such that the individualized information is necessary, and if Tree of Life Canada ULC is aware of the need for accommodation due to the employee's disability. Tree of Life Canada ULC will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, Tree of Life Canada ULC will, with the consent of the employee, provide the workplace emergency response information to the person designated by Tree of Life Canada ULC to provide assistance to the employee.

Tree of Life Canada ULC will review the individualized workplace emergency response information when the employee moves to a different location in the organization and when the employee's overall accommodations needs or plans are reviewed.

**Documented Individual Accommodation Plans:** For those employees who require individual accommodation due to a disability, Tree of Life Canada ULC is committed to documenting individual accommodation plans as well as maintaining a written process for the development of accommodation plans. Individual accommodation plans will include individualized workplace emergency response information (where required) and will identify any other accommodation including accessible formats and communications supports provided. Employee's are required to participate in the accommodation process.

**Return to Work Process:** Tree of Life Canada ULC 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 in order to return to work. The return-to-work process outlines the steps Tree of Life Canada ULC 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).

**Performance Management, Career Development and Redeployment:** Tree of Life Canada ULC is committed to ensuring the needs of employees with disabilities are taken into account in all performance management, career development and redeployment processes.

### **CHANGES TO THIS POLICY**

We are committed to developing policies and delivering a level of service that respects and promotes the dignity and independence of all people including people with disabilities. Therefore, no change will be made to this policy before considering the impact on people with disabilities.

### **QUESTIONS ABOUT THIS POLICY**

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of customer service, information and communications and employment. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by the Human Resources Department.