



## **Accessibility Policy**

### **Purpose**

This Accessibility Policy outlines the commitment of Severn Timber Mart / SBS Building Supplies Inc. to providing accessible goods, services, and facilities in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005. The policy aims to promote a barrier-free environment and ensure equal access and participation for all individuals, including those with disabilities.

### **Definitions**

2.1 Disability: As defined by the AODA, disability includes physical, mental, sensory, developmental, and learning impairments that may affect a person's ability to access and benefit from goods, services, facilities, or accommodations.

2.2 Barrier: Any obstacle that prevents individuals with disabilities from fully accessing and participating in the activities offered by Severn Timber Mart / SBS Building Supplies Inc.

2.3 Assistive Devices: Devices or aids used by individuals with disabilities to assist in performing tasks or activities, such as mobility aids, communication devices, or hearing aids.

2.4 Support Person: An individual who accompanies a person with a disability to assist in accessing goods, services, or facilities.

2.5 Service Animal: An animal (typically a guide dog, service dog, or miniature horse) trained to provide assistance or perform tasks for individuals with disabilities.

### **Commitment to Accessibility**

3.1 Severn Timber Mart / SBS Building Supplies Inc. is committed to treating all individuals in a manner that allows them to maintain their dignity and independence. We strive to ensure that our goods, services, and facilities are accessible to all, and we will make reasonable efforts to accommodate the diverse needs of individuals with disabilities.

3.2 We are dedicated to providing accessible customer service and maintaining a welcoming and inclusive environment. Our employees, volunteers, and contractors will receive training on accessibility-related topics to ensure they can effectively assist individuals with disabilities.

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## **Communication**

4.1 We will communicate with individuals with disabilities in ways that take into account their accessibility needs. Upon request, we will provide information and communication materials in accessible formats or with communication supports.

4.2 When interacting with individuals with disabilities, we will do so in a manner that respects their dignity and independence. We will listen and respond to their feedback, inquiries, and concerns promptly and with courtesy.

## **Assistive Devices and Support Persons**

5.1 We welcome the use of assistive devices by individuals with disabilities on our premises, unless restricted by applicable laws or safety considerations. We will ensure that our employees are trained to assist with the operation or handling of assistive devices, whenever feasible and necessary.

5.2 Individuals with disabilities who require the support of a support person will be allowed to have that person accompany them on our premises. We will ensure that our employees are familiar with the guidelines for interacting with individuals who have support persons.

5.3 The organization may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the organization determines that, (a) a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and (b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.

## **Service Animals**

6.1 Service animals are welcome on our premises, in accordance with applicable laws and regulations. Individuals with disabilities who are accompanied by service animals must be permitted to enter the premises with their service animals.

6.2 We will ensure that our employees are trained on how to interact with individuals who are accompanied by service animals and understand their rights and responsibilities regarding service animals.

6.3 If a service animal is excluded by law from the premises, we will ensure that other measures are available to enable a person with a disability to obtain, use or benefit from our goods, services or facilities.

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### **Notice of Temporary Disruptions**

7.1 In the event of a temporary disruption that may affect accessibility, such as the closure of an accessible entrance or the unavailability of an elevator, we will provide notice to the public. This notice will include information about the reason for the disruption, its anticipated duration, and alternative options, if available.

### **Feedback and Accessibility Concerns**

8.1 Severn Timber Mart / Severn Building Supplies Inc. values feedback from the public and individuals with disabilities. We encourage individuals to provide feedback on the accessibility of our goods, services, and facilities, including any concerns or suggestions for improvement.

8.2 Feedback can be provided in person, by phone, by email, or through any other means deemed appropriate. We will promptly respond to all feedback received and take appropriate actions to address any identified accessibility barriers.

8.3 Severn Timber Mart / Severn Building Supplies Inc. ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

### **Training**

9.1 Severn Timber Mart / Severn Building Supplies Inc. will provide accessibility training to all employees, volunteers, and contractors who interact with the public or are involved in the development of policies, practices, and procedures. The training will cover topics relevant to providing accessible customer service and accommodating individuals with disabilities.

9.2 Training will be provided as soon as practicable after individuals join Severn Timber Mart / Severn Building Supplies Inc. and will be repeated periodically to ensure ongoing compliance with accessibility requirements and standards.

### **Review and Compliance**

10.1 This Accessibility Policy will be reviewed and updated as necessary to ensure ongoing compliance with the AODA and any applicable accessibility standards.

10.2 Severn Timber Mart / Severn Building Supplies Inc. is committed to working towards meeting accessibility standards under the Integrated Accessibility Standards Regulation (IASR) and implementing any required policies, practices, and procedures.

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10.3 Severn Timber Mart / Severn Building Supplies Inc. will maintain records of accessibility training provided to employees, volunteers, and contractors, as well as any accessibility-related feedback and actions taken to address identified barriers.

## **Employment**

11.1 We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

11.2 We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

11.3 We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that consider an employee's accessibility needs due to a disability.

11.4 We will consult with employees when arranging for the provision of suitable accommodation in a manner that considers the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace

11.5 Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

11.6 We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

11.7 We will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed, and when the employer reviews its general emergency response policies.

11.8 Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

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### Contact Information

12.1 For further information or to provide feedback on accessibility, please contact:

Amanda Cummins

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### Availability of Policy

13.1 This Accessibility Policy will be made available to the public and provided in accessible formats upon request. Severn Timber Mart / Severn Building Supplies Inc. is committed to promoting accessibility, inclusivity, and equal opportunities for individuals with disabilities.

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