



WESTMOUNT

STOREFRONT SYSTEMS (2022) INC.

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ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES POLICY

Westmount Storefront Systems (2022) Inc. is committed to ensuring that its policies, practices and procedures are consistent with the requirements of the **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)** and **Ontario Regulation 191/11, Integrated Accessibility Standards**.

In partnership with persons with disabilities, we will ensure that clients, visitors and customers receive the same value and quality by identifying, removing and preventing barriers.

In fulfilling our commitment, Westmount Storefront Systems (2022) Inc. shall:

- Establish and maintain policies, practices and procedures that comply with the applicable accessibility requirements under the AODA.
- Communicate with persons with disabilities in a manner that takes into account their disability-related needs and is consistent with the principles of dignity, independence, integration and equal opportunity.
- Allow persons with disabilities to use service animals, personal assistive devices and support persons while accessing goods and services or conducting business, subject to applicable requirements.
- Provide training to employees and other applicable individuals regarding the AODA, applicable accessibility standards, and the Ontario Human Rights Code as it relates to persons with disabilities.
- Establish a feedback procedure so that anyone may provide comments regarding the provision of goods and services to persons with disabilities.
- Provide or arrange for accessible formats and communication supports upon request, taking into account the person's accessibility needs.

It is the responsibility of managers and supervisors to ensure that employees follow the guidelines established in this policy and receive appropriate training regarding accessibility requirements applicable to their duties.

Westmount Storefront Systems (2022) Inc. will provide a work environment that respects the dignity and independence of persons with disabilities by promoting open lines of communication between all workplace parties and persons with disabilities.

PURPOSE

Westmount Storefront Systems (2022) Inc. is committed to providing quality goods and services that are accessible to all persons.

Westmount Storefront Systems (2022) Inc. will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the requirements of the applicable Accessibility Standards for Customer Service.

We will ensure that clients and visitors with disabilities are able to access our goods and services in a manner that respects their dignity, independence, integration and equal opportunity.

Where a disability-related accommodation is required, Westmount will work with the individual to identify reasonable measures to provide access, while taking applicable health and safety requirements into consideration.

PROCEDURE

Westmount Storefront Systems (2022) Inc. shall meet its duties and responsibilities under the AODA by adhering to the following procedures and practices.

Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods and services at Westmount Storefront Systems (2022) Inc.

Where an assistive device presents a legitimate health or safety concern, Westmount will take reasonable steps to provide an alternative means of accessing the goods or services.

Service Animals

A person with a disability accompanied by a service animal will be allowed access to areas of Westmount Storefront Systems (2022) Inc. that are open to the public, subject to applicable legal requirements.

Where it is not readily apparent that an animal is a service animal, Westmount may request documentation as permitted by applicable legislation.

The person remains responsible for the care and supervision of their service animal while on the premises.

Support Persons

If a client or visitor with a disability is accompanied by a support person, Westmount Storefront Systems (2022) Inc. will ensure that both persons are permitted to enter the premises together and that the client is not prevented from having access to their support person.

Where confidential information may be discussed, consent will be obtained from the client before confidential information is discussed or disclosed in the presence of a support person, where appropriate.

Accessible Formats and Communication Supports

Westmount Storefront Systems (2022) Inc. will provide or arrange for accessible formats and communication supports for persons with disabilities upon request.

Requests will be addressed in a timely manner, taking into account the person's accessibility needs.

Westmount will consult with the person making the request to determine the suitability of an accessible format or communication support.

Where applicable, accessible formats and communication supports will be provided at no additional cost beyond the regular cost charged for the information or communication.

Feedback

Westmount Storefront Systems (2022) Inc. welcomes compliments, concerns and complaints regarding the accessibility of its goods, services and facilities

- Telephone;
- Email;
- Mail; or
- In person.

Feedback will be directed to management for review and response.

Westmount will make reasonable efforts to respond to feedback and address accessibility concerns.

Information about the feedback process will be made available to the public and can be provided in an accessible format or with communication supports upon request.

Training

Training will be provided to Westmount Storefront Systems (2022) Inc. employees, persons who participate in developing the organization's policies, practices and procedures, and all other applicable persons who provide goods, services or facilities on behalf of Westmount

Training will include:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- A review of the requirements of the applicable accessibility standards;
- A review of the requirements of the Ontario Human Rights Code as they relate to persons with disabilities;
- How to interact and communicate with people with various types of disabilities;
- How to interact with persons with disabilities who use assistive devices, service animals or support persons;

- What to do if a person with a disability is having difficulty accessing Westmount Storefront Systems (2022) Inc.'s goods or services; and
- Westmount Storefront Systems (2022) Inc.'s policies, practices and procedures relating to the provision of goods and services to persons with disabilities.

Training will be provided as soon as practicable and on an ongoing basis when changes occur to Westmount Storefront Systems (2022) Inc.'s policies, practices and procedures that govern the provision of goods and services to persons with disabilities and/or when there are changes to applicable legislation.

Westmount will maintain appropriate records of accessibility training provided to employees and other applicable persons

AVAILABILITY OF ACCESSIBILITY INFORMATION

This Accessibility Policy will be made available to the public through the Westmount Storefront Systems (2022) Inc. website.

The policy will be provided in an accessible format upon request.

Individuals who require an accessible format or communication support may contact Westmount Storefront Systems (2022) Inc. to discuss their requirements.

ACCESSIBILITY FEEDBACK AND CONTACT INFORMATION

Westmount Storefront Systems (2022) Inc. welcomes feedback regarding accessibility and our efforts to identify, remove and prevent barriers.

Feedback or requests for accessible formats or communication supports may be made by telephone, mail, email or in person.

Westmount Storefront Systems (2022) Inc.

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