

1796702 Ontario Limited
MCTAGGARTS & TAGGS SOURCE FOR SPORTS
ACCESSIBILITY POLICY PURPOSE

McTaggarts is committed to meeting the accessibility needs of people with disabilities in a manner that is consistent with the principles of independence, dignity, integration, and equal opportunity for people with disabilities. The purpose of this Policy is to communicate our approach with respect to promoting an accessible environment and removing barriers to accessibility for people with disabilities and to continue to improve accessibility to persons with disabilities in our facilities, policies, and processes.

POLICY

McTaggarts has established this Accessibility Policy and an Accessibility Standards for Customer Service Policy to promote an accessible environment and remove barriers to accessibility for people with disabilities and to meet our obligations under Regulation 191/11 “Integrated Accessibility Standards” (the “Regulation”) under the AODA. McTaggarts vision for accessibility is that people with disabilities, visible or invisible, are given the same opportunity as others to obtain and benefit from services offered by us. Our goal is to make reasonable efforts to provide services in such a way that the key principles of independence, dignity, integration, and equality of opportunity for persons with disabilities are respected. McTaggarts welcome and encourage all members of our community to collaborate and provide creative input in future initiatives for accessibility.

APPLICATION

The Policy applies to every person who provides goods or services to customers of the public and third parties in Ontario on our behalf, whether that person does so as an employee, independent contractor, agent, volunteer, or otherwise. The Policy also applies to every person involved in the development of policies, procedures and practices pertaining to the provision of our goods and services to customers.

PROCEDURES

Multi-Year Accessibility Plan

Our Multi-Year Accessibility Plan outlines our strategies for preventing and removing barriers and meeting our requirements under the AODA regulations. We will post the plan on our website and will provide it in an accessible format upon request. The plan will be reviewed and updated at least once every five years.

Training

McTaggarts will ensure that training is provided as required to all employees and volunteers, and all persons who participate in developing corporate policies, on the requirements of the accessibility standards referred to in the Regulation and in respect of the Human Rights Code as it pertains to persons with disabilities. Training will be provided as soon as practicable. If any changes are made to this Policy or the requirements, training will be provided to include those changes. McTaggarts will ensure that others that provide goods, services, or facilities on behalf of the company have had training.

INFORMATION AND COMMUNICATION STANDARDS

Feedback Process

McTaggarts will ensure that our processes for receiving and responding to feedback are accessible to person with disabilities by providing or arranging for the provision or accessible formats and with communication supports upon request. We will notify the public about the availability of accessible formats and communication supports.

Accessible Format and Communication Support

McTaggarts will, upon request, provide or arrange for accessible formats and communication supports for persons with disabilities in accordance with the Regulation as follows:

1. In a timely manner that considers the person's accessibility needs due to a disability;
2. At a cost that is no more than the regular cost charged to other persons; and,
3. In consultation with the person making the request to determine suitability of an accessible format or communication support.

We will notify the public about the availability of accessible formats and communication supports.

Unconvertible Information or Communications

If we determine that information or communications are unconvertible, we will provide the person requesting the information or communication with:

1. An explanation as to why the information or communications are unconvertible; and
2. A summary of the unconvertible information or communications.

Information or communications are unconvertible if:

1. It is not technically feasible to convert the information or communications; or
2. The technology to convert the information or communications is not readily available.

Emergency Information

If we prepare emergency procedures, plans or public safety information and make the information available to the public, we will provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Website Accessibility

Where practicable, and to the extent required by the Regulation, we will make any new internet website and web content on those sites conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A and Level AA.

Training Resources and Materials

McTaggarts will provide training resources or materials in an accessible format that considers the accessibility needs of the person with the disability to whom the materials are being provided by:

1. Procuring through purchase or obtaining by other means an accessible or conversion ready electronic format, where available; or
2. Arranging for the provision of a comparable resource in an accessible or conversion ready electronic format, if educational or training resources or materials cannot be procured.

McTaggarts will provide information on program requirements, availability, and descriptions in an accessible format to persons with disabilities.

Training to Educators

McTaggarts will provide (those involved in program or course design delivery and instruction) with accessibility awareness training related to accessible program course delivery and instruction. McTaggarts will keep a record of training, including dates of completion and the number of individuals to whom it was provided.

AODA Employment Standards

McTaggarts will comply with the requirements of the Employment Standards in the Regulation. The Employment Standards apply in respect of employees, and not volunteers or other non-paid individuals.

Recruitment:

McTaggarts will notify employees and the public about the viability of accommodations for applicants and employees with disabilities as follows:

1. In our recruitment processes;
2. During the recruitment process, when job applicants are individually selected to participate in an assessment or selection process. If a selected applicant requests an accommodation, we will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that considers the applicant's accessibility needs due to disability;
3. If a selected applicant requests an accommodation, we will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that considers the applicant's accessibility needs due to disability.

Employee Notification

McTaggarts will inform our employees of our policies used to support employees with disability, including but not limited to policies on the provision of job accommodations that consider an employee's accessibility needs due to a disability.

Such information will be provided as follows:

1. To new employees as soon as practicable after they begin their employment;
2. To existing employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

McTaggarts will consult with the employee making the request in determining the suitability of an accessible format or communication support.

Individual Accommodation Plans (IAP)

McTaggarts will develop and have in place a written process for developing a documents Individual Accommodation plan for employees with a disability. The process will include the following elements:

1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan;
2. The means by which the employee is assessed on an individual basis;
3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
4. The steps taken to protect the privacy of the employee's personal information;
5. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done;
6. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee;
7. The means of providing the individual accommodation plan in a format that considers the employee's accessibility needs due to disability.

Performance Management, Career Development and Advancement and Redeployment

Performance management processes related to assessing and improving employee performance, productivity and effectiveness will consider the accessibility needs of employees with disabilities, as well as individual accommodation plans. McTaggart's will consider the accessibility needs of our employees with disabilities as well as any individual accommodation plans when providing career development and advancement to our employees. Career development and advancement includes providing additional responsibilities within an employee's current position, the movement of an employee from one job to another which may provide greater responsibility and/or compensation, and/or which places the employee at a higher level in the company or any combination of these.

If McTaggart's needs to reassign employees to other departments or jobs within the company as a result of job elimination, we will take into account the accessibility needs of employees with disabilities as well as individual accommodation plans.

Workplace Emergency Response Information

McTaggart's will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and that we are aware of the need for accommodation due to the employee's disability. If the employee who receives individual workplace emergency response information requires assistance and with the employee's consent, McTaggart's will provide the workplace emergency information to a person designated by us to aid the employee.

This will be done as soon as practicable after we become aware of the need for accommodation due to the employee's disability. McTaggart's will review the individualized workplace emergency response information should the employee move to a different location in the company when overall accommodation needs or plans are reviewed and when we review our general emergency response policies.

Design of Public Spaces - Building Accessibility

We will meet the Accessibility Standards for the Design of Public Spaces when building or redeveloping public spaces. Public spaces - the built environment, including building interiors and exteriors, is designed to facilitate barrier-free access to goods, services, and employment for customers and employees. If we have accessible elements in public spaces, we will develop procedures for preventive and emergency maintenance of those accessible elements, as required by the Regulation. We will also develop procedures for dealing with temporary disruptions of accessible elements up to the point of undue hardship as required by Regulation, should we ever have accessible elements in the future.

Posting/Availability

This Policy is available to the public and will be provided in an accessible format upon request.

1796702 Ontario Limited
MCTAGGARTS & TAGGS SOURCE FOR SPORTS
ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE
Providing Goods and Services to People with Disabilities

OUR COMMITMENT

In fulfilling our mission, McTaggarts always strives to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as others.

The Accessibility for Ontarians with Disabilities Act and Our Commitment

The Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) is an Ontario law that was created to develop, implement, and enforce accessibility standards to achieve accessibility for Ontarians with disabilities. The integration of the AODA customer service standards into our stores and workplaces will bolster our continued commitment to meeting the accessibility of our customers and employees with disabilities.

Application and Scope

The Policy applies to every person who provides goods or services to customers of the public and third parties in Ontario on our behalf, whether that person does so as an employee, independent contractor, agent, volunteer, or otherwise. The Policy also applies to every person involved in the development of policies, procedures and practices pertaining to the provision of our goods and services to customers.

Providing Goods and Services to People with Disabilities

McTaggarts is committed to excellence in serving all customers including those people with disabilities and we will carry out our functions and responsibilities in the following areas:

A. Communication

We will communicate with people with disabilities in ways that consider their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

B. Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by email, mail, and any other means available or any other service that is available if telephone communication is not suitable to their communication needs or is not available.

C. Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Service Animals

McTaggarts welcomes people with disabilities and their service animals.

- An animal is considered a service animal for a person with 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, nurse practitioner or licensed mental health professional confirming that the person requires the animal for reasons relating to the disability.
- People with disabilities are allowed to use their service animals in the parts of our stores that are open to the public or to third parties unless the animal is otherwise excluded by law from the stores.
- If a service animal is excluded by law from our stores, then we will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from our goods and services.
- Service animals must be always in the care and control of the individual.

Support Persons

McTaggarts is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter McTaggarts premises with his or her 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.

Notice of Temporary Disruption

McTaggarts will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises.

Training

McTaggarts will provide training to their employees.

Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

- Sales Associates
- Store Buyers
- Marketing Personnel
- Assistant Store Manager
- District Sales Manager
- Office Manager
- Administrative Staff

This training will be provided to new employees within their three first months in the company and current associates will be trained accordingly. McTaggarts keeps a record of training that includes the dates training was provided and where required, retraining is provided to ensure compliance with the company's policies and procedures.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- McTaggarts plan related to the customer service standard;
- How to interact and communicate 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 a support person
- What to do if a person with a disability is having difficulty in accessing McTaggarts goods and services;

- Staff will also be trained when changes are made to the accessible customer service plan.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices, and procedures.

Feedback Process

McTaggarts goal is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way McTaggarts provides goods and services to people with disabilities can be made by:

By Speaking with the district Store Manager;

By Telephone: 1 (807) 274-7706 X 201

By Email: laurag@mctaggarts.ca

By Post Mail

McTaggarts – Customer Service

Attn: Office Manager

578 Scott Street

Fort Frances, Ontario

P9A 1H4

All feedback will be collected and directed to the district sales managers or to the Human resources department. Customers can expect to hear back in five business days. Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

Feedback can be provided anonymously if desired, and feedback remains confidential unless the person consents to the disclosure of their personal information. Feedback is received in whatever format the individual providing the feedback is most comfortable with. The personal information of anyone who provides feedback remains confidential in accordance with all applicable privacy laws.

Changes to This or Any Customer Service Policy

McTaggarts is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of McTaggarts that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.