



## Policy Statement

Accessibility for Individuals with Disabilities

Date: October 1, 2020

### Scope

This Policy Statement applies to both Markham Office and Richmond Hill office of Pacific Smoke International Inc.

### Our Commitment:

Pacific Smoke International Inc. is committed to excellence in serving all employees and customers, including people with disabilities. We will strive to ensure that policies and procedures established with respect to the provisions of its goods and services to persons with disabilities are consistent with the principles of dignity, independence, integration and equal opportunity as provided in the Accessibilities for Ontarians with Disabilities Act, 2005 ("AODA"). We will continue to attempt to meet the needs of all its customers, including but not limited to persons with disabilities, in an effective and timely manner.

### Responsibilities:

Human Resources (HR) will be primarily responsible for the governance of the AODA across Pacific smoke International Inc. Since implementation of provisions under AODA fall under various departments, Information Technology (IT), Compliance & Risk Management and the respective business units (when applicable), are jointly responsible to ensure that matters that fall within their scope are executed in accordance with the requirements of the AODA.

### Signatures:

Signed: \_\_\_\_\_  


HR Manager

The interpretations and developments of relevant laws and regulations are monitored by suitably qualified members of staff utilizing recognized local sources of law to be in a position to appropriately communicate changes and impact of relevant laws and regulations, if significant, to management.

### Assistive Devices

Pacific Smoke International is committed to ensuring that our employees are trained and familiar with various assistive devices we have on site or, to the extent applicable, that we provide that may be used by customers with disabilities while accessing our goods or services. Pacific Smoke International will continue to allow people to use their own assistive devices wherever possible, to access our goods and services.

### Information and Communication

Pacific Smoke International is committed to communicating with people with disabilities in ways that take into account their disability. Pacific Smoke International will strive wherever possible, to provide information to customers with disabilities in ways that meet their needs.



## **Employment Accommodations**

Pacific Smoke International is committed to provide accommodation to persons with disabilities in the workplace. We provide support to employees on sick leave, or Workplace Safety & Insurance Board claim and returning to work after illness or injury (for both the employee and his or her department); information on workplace injury, workplace accommodation and related issues, and; information about healthy and safe workplaces, and health-related resources and services in both Markham and Richmond Hill Office.

## **Ontario Human Rights Code**

The primacy of the Code is enshrined within the Accessibility for Ontarians with Disabilities Act (AODA). The requirements set out in the standards are not a replacement or substitution for the requirements established under the Code.

For further information and training, we recommend visiting [the Ontario Human Rights Commission's Human Rights 101 online module](#) and [Disability and Human Rights resource](#).

## **Service Animals**

Pacific Smoke International is committed to welcoming people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. In areas where service animals are not permitted, Pacific Smoke International, after discussing with the customer, will try and provide the goods and services in alternate ways, wherever possible.

## **Support Persons**

Pacific Smoke International is committed to welcoming people with disabilities and their support persons. A person with an disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

## **Notice of Temporary Disruption**

Whenever reasonably possible, Pacific Smoke International will notify affected customers promptly in the event of a planned or unexpected disruption to services or facilities for customers with disabilities. In such circumstances, Pacific Smoke International will endeavor to clearly post a notice (including via its website, at its offices or at an applicable customer site) that will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

## **Training**

Pacific Smoke International will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on Pacific Smoke International 's behalf. 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.



**Training will include:**

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the requirements of the Customer Service Standard and the Integrated Accessibility Standards;
- Pacific Smoke's plan related to the Customer Service Standard and other standards as applicable under the AODA;
- 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;
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities;
- What to do if a person with a disability is having difficulty in accessing Pacific Smoke international's goods and services; and
- Customer service Pacific Smoke International's policies, practices and procedures.

Staff training will also be updated as required when changes are made to this plan. And Pacific Smoke international will endeavour to train staff on this plan within ninety (90) days of being hired.

**Notice of Availability**

Pacific Smoke International will ensure that our documents related to this plan are posted for the public to view on our company's internet site and are otherwise made available upon request.

**Modifications**

Any policy, practice or procedure of Pacific Smoke International that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed to the extent required in order to ensure Pacific Smoke International's compliance with the ADDA.

**Feedback Process**

Pacific Smoke International is committed to having mechanisms/processes for receiving and responding to feedback in ways that are accessible to persons with disabilities. Customers who wish to provide feedback regarding the way Pacific Smoke International provides goods and services to people with disabilities can provide feedback in the following way(s):

- ❖ In person
- ❖ Telephone
- ❖ E-mail
- ❖ In writing (using feedback form below)

All feedback, including complaints, will be reviewed and acted on as appropriate to improve Pacific Smoke International AODA compliance. Customers can expect to hear back promptly from Pacific Smoke International.



Information about the feedback process will be made available to externally and internally through company website, and can be made available to the general public, on request.

### **Feedback Form**

<b>First Name</b>	
<b>Last Name</b>	
<b>Email</b>	
<b>Phone Number</b>	
<b>Company</b>	
<b>Address</b>	
<b>City</b>	
<b>Province</b>	
<b>Post Code</b>	
<b>Subject</b>	
<b>Message</b>	

Please return to: Human Resources Department, 2930 14<sup>th</sup> Ave. Markham, Ontario L3R 5Z8