



# Accessibility Policy

## Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

**Policy Number:** HR-001

**Effective Date:** July 2026

**Review Date:** July 2031

**Approved By:** CEO

### 1. Purpose

Affordable Comfort Ltd. is committed to providing an inclusive, respectful, and accessible environment for employees, job applicants, customers, contractors, suppliers, and visitors.

We are committed to identifying, removing, and preventing barriers to accessibility while meeting our obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Integrated Accessibility Standards Regulation (IASR), and the Ontario Human Rights Code.

Accessibility is a shared responsibility and is incorporated into our customer service, employment practices, communications, and workplace culture.

### 2. Scope

This policy applies to:

- All employees
- Managers and supervisors
- Temporary employees
- Contractors
- Volunteers (where applicable)
- Individuals providing services on behalf of Affordable Comfort

### 3. Statement of Commitment

Affordable Comfort is committed to:

- Treating all individuals with dignity and respect.
- Promoting independence and equal opportunity.

- Integrating accessibility into our workplace practices.
- Providing services in a manner that respects the needs of persons with disabilities.
- Meeting or exceeding all applicable legislative accessibility requirements.

## **4. Accessible Customer Service**

Affordable Comfort will provide customer service that respects the dignity and independence of persons with disabilities.

Employees will:

- Communicate in ways that consider individual accessibility needs.
- Allow customers to use personal assistive devices.
- Welcome service animals where permitted by law.
- Welcome support persons accompanying individuals with disabilities.
- Provide notice of temporary disruptions affecting accessible services.

## **5. Assistive Devices**

Individuals with disabilities may use personal assistive devices while accessing our facilities or services.

Where appropriate, employees will receive training on interacting with customers using assistive devices.

## **6. Service Animals**

Affordable Comfort welcomes service animals in all publicly accessible areas unless prohibited by law.

If a service animal is excluded by legislation, alternative arrangements will be made whenever possible.

## **7. Support Persons**

Persons with disabilities may be accompanied by a support person while accessing Affordable Comfort's services.

Support persons will not be prevented from accompanying the individual at any time.

## **8. Notice of Temporary Disruptions**

When services or facilities normally used by persons with disabilities become temporarily unavailable, Affordable Comfort will provide notice including:

- Reason for the disruption
- Expected duration
- Alternative services, if available

## **9. Information and Communications**

Affordable Comfort will:

- Provide accessible formats upon request.
- Provide communication supports upon request.
- Consult with the individual requesting accommodation regarding the most appropriate format.
- Respond to requests in a timely manner.

Public emergency information will also be made available in accessible formats upon request.

## **10. Website Accessibility**

Affordable Comfort will maintain compliance with applicable website accessibility requirements under the AODA.

New web content and websites will continue to meet applicable WCAG standards required by legislation.

## **11. Feedback Process**

Affordable Comfort welcomes feedback regarding accessibility.

Feedback may be submitted:

- In person
- By telephone
- By email
- In writing

Accessible communication supports will be provided upon request.

All feedback will be reviewed promptly, and corrective actions will be implemented where appropriate.

## **12. Recruitment**

Affordable Comfort is committed to accessible recruitment practices.

Applicants will be informed that accommodations are available:

- During the recruitment process
- During interviews and assessments
- Throughout the hiring process

Successful applicants will be informed of the Company's accessibility policies.

### **13. Workplace Accommodation**

Affordable Comfort will accommodate employees with disabilities to the point of undue hardship in accordance with the Ontario Human Rights Code.

Employees requesting accommodation are expected to:

- Notify their manager or Human Resources.
- Participate in the accommodation process.
- Provide appropriate medical information outlining functional abilities and restrictions when required.

Affordable Comfort will work collaboratively with employees to identify appropriate workplace accommodations.

### **14. Individual Accommodation Plans**

Affordable Comfort maintains a written process for developing Individual Accommodation Plans.

Plans may include:

- Workplace accommodations
- Accessible communication supports
- Individual workplace emergency response information
- Review schedules
- Privacy protections
- Return-to-work planning where applicable

Accommodation plans will be reviewed whenever:

- Accommodation needs change.
- Job duties change.
- The employee requests a review.

### **15. Workplace Emergency Response Information**

Where required, Affordable Comfort will provide individualized workplace emergency response information for employees with disabilities.

Emergency response plans will be reviewed whenever:

- The employee changes work location.
- Accommodation needs change.
- Emergency procedures change.

## **16. Return-to-Work Process**

Affordable Comfort maintains a documented return-to-work process for employees returning from disability-related absences.

The process includes:

- Individual assessment
- Accommodation planning
- Medical restrictions review
- Ongoing monitoring

## **17. Performance Management**

Accessibility needs and accommodation plans will be considered during:

- Performance evaluations
- Coaching
- Performance improvement plans

## **18. Career Development**

Accessibility needs will be considered when providing:

- Promotions
- Transfers
- Professional development
- Training opportunities

## **19. Redeployment**

Where redeployment occurs, Affordable Comfort will consider the employee's accessibility needs and accommodation plan.

## **20. Training**

Affordable Comfort will provide accessibility training to:

- All employees
- Managers
- Supervisors
- Individuals developing Company policies
- Others providing services on behalf of the Company, where applicable

Training includes:

- Purposes of the AODA
- Integrated Accessibility Standards Regulation
- Ontario Human Rights Code as it relates to disability
- Accessible customer service
- Company accessibility policies

Training will be provided:

- As soon as practicable after hire
- Whenever accessibility policies change

Training records will include:

- Employee name
- Date completed
- Training provided

## **21. Multi-Year Accessibility Plan**

Affordable Comfort maintains a written Multi-Year Accessibility Plan.

The plan:

- Is reviewed every five years.
- Is available publicly.
- Is available in accessible formats upon request.
- Documents progress toward accessibility objectives.

## **22. Design of Public Spaces**

Where Affordable Comfort constructs or redevelops public spaces covered under the AODA, accessibility requirements will be incorporated into planning, construction, maintenance, and restoration.

## **23. Compliance**

Affordable Comfort will:

- Maintain accessibility policies.
- Maintain training records.
- Maintain accommodation documentation where required.
- Complete Accessibility Compliance Reports as required by the Government of Ontario.

## **24. Responsibilities**

### **Management**

Managers are responsible for:

- Implementing this policy.
- Supporting accommodation requests.
- Ensuring employees receive accessibility training.
- Promoting an inclusive workplace.

### **Employees**

Employees are responsible for:

- Treating others with dignity and respect.
- Participating in accessibility training.
- Cooperating in accommodation processes.
- Reporting accessibility barriers when identified.

## **25. Monitoring and Review**

This policy will be reviewed at least every five years or sooner if legislative or organizational changes require updates.

## **26. Questions or Feedback**

Questions regarding this policy may be directed to:

Human Resources Department  
Affordable Comfort  
(705) 503-4328  
info@affordablecomfort.ca  
92 Commerce Park Dr, Unit 8, Barrie, ON, L4N 8W8

### **Approved By:**

Tom Zinn  
CEO  
July 2026