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# Accessibility Commitment

## 1. Our Statement of Commitment to Accessibility

SvN strives at all times to provide its services in a way that respects the dignity and independence of all people. We are committed to integration and equal opportunity, and to responding to the needs of persons with disabilities in a timely manner. We will ensure that we prevent and remove barriers to accessibility and meet all requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

## 2. Providing Services to People with Disabilities

### **2.2 Customer Service**

We are committed to giving people with disabilities the same opportunity to access our business and services within the same location and in a similar way as others, and in a way that respects the dignity and independence of people with disabilities.

### **2.3 Communication**

We will communicate with people with disabilities in ways that consider their disability and allow them to communicate effectively for the purpose of receiving and requesting our services. For example, on request, we will communicate with clients and visitors via teletypewriter (TTY), e-mail, or large-font communication.

If any employee receives a request from a person with a disability, the employee should make all reasonable efforts to accommodate the request. Should the employee not be able to accommodate the request, the issue must be brought to the attention of Human Resources so that the concern is addressed appropriately.

We are currently in the process of redesigning our website and in doing so will make sure that it meets the WCAG 2.0 Level AA standard.

### **2.4 Assistive Devices**

We will make reasonable efforts to accommodate assistive devices. A person with a disability may use his or her own personal assistive device for accessing our services or meeting with our employees. It is the responsibility of the person to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

### **2.5 Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on all parts of our premises that are open to the public and to the extent permitted by law.

It is the responsibility of the person to ensure that his or her service animal is under his or her control at all times.

## **2.6 Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

## **3. Notice of Temporary Disruptions**

In the event of a planned or unexpected disruption to the facility our guests or clients will be notified promptly by posting a notice within our studio and on our website. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative entrances and exits to the facility, if available.

The notice will be placed at all impacted locations in advance of the disruption if possible. We will ensure that all employees who are affected by this temporary disruption are also notified.

## **4. Workplace Emergency Response**

We will provide individualized workplace emergency response information and accommodation to employees with disabilities if individualized information is necessary based on the type of disability, and once we are aware of the need for accommodation.

### **4.2 Employee's Responsibilities**

If an employee has a disability for which an individual emergency response plan may be beneficial, the employee should inform Human Resources immediately.

### **4.3 Manager's Responsibilities**

If a manager is informed by an employee that they need accommodation, the manager must inform Human Resources immediately so that an individualized emergency response plan can be created for the employee.

### **4.4 HR's Responsibilities**

If Human Resources is informed by an employee that they require accommodation, they will work with the employee to create an individualized emergency response plan for the employee based on the type of disability.

### **4.5 Timing**

We will provide the individualized information as soon as possible after becoming aware of the need for an accommodation.

### **4.6 Sharing Emergency Response Information**

The workplace response information may be shared with the persons designated by us to aid the employee, and the employee's manager, if the employee consents.

## **5. Accessibility Training**

SvN provides accessibility training and AODA awareness to all employees, volunteers and persons who provide services on behalf of SvN within Ontario.

## **6. Feedback**

We welcome feedback and inquiries on this Policy and accessibility at SvN. Please contact:

[hr@svn-ap.com](mailto:hr@svn-ap.com)

Feedback will be reviewed and any complaints addressed as soon as is practical. An acknowledgment of feedback will be issued within seven business days. The acknowledgment will indicate how and when the matter will be addressed. We will follow up with any required action within the timeframe noted in the acknowledgement.

Date Written: 1 January 2020

Date Revised: 4 June 2024