

## **Accessibility for Ontarians with Disabilities Act**

### **Policy Statement**

Nienkamper is committed to ensuring that our services are provided in a way that respects the dignity and independence of the people with disabilities. Nienkamper is also committed to giving people with disabilities the opportunity to access our services and allow them to benefit from the same services as other customers.

### **Assistive devices**

We will ensure that all our staff is trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

### **Service animals**

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

### **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.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Nienkamper will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances

### **Training**

Nienkamper will provide training to all employees, and include the following points

This training will be provided to staff as soon as possible after their hiring date

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 Nienkamper

Staff will also be trained when changes are made to the plan.

## **Feedback process**

Customers who wish to provide feedback on the way Nienkamper provides goods and services to people with disabilities can either in person, verbally over the phone by email or by written letter. All feedback, including complaints, will be directed to the President. Customers can expect to hear back in 7 business days.

## **Monitoring and Review**

This policy will be monitored and reviewed on a regular basis along with other Nienkamper Policies to ensure that the dignity and the independence of people with disabilities are respected.

## **Nienkamper's Multi-Year Accessibility Plan**

As part of our commitment to accessibility, our multi-year accessibility plan outlines our strategy and the actions that have been and will be implemented to prevent and remove barriers and to meet our requirements under the Accessibilities for Ontarians with Disabilities Act (AODA). This multi-year accessibility plan focuses on our initiatives in respect of the AODA's Accessibility Standards including:

### **Information and Communication**

Nienkamper by January 1, 2026 intends to implement appropriate web accommodation standards of which are currently being investigated.

We will also continue the following:

Continue to ensure that any process for receiving and responding to feedback is accessible by providing or arranging for accessible formats and communication supports.

Continue to ensure that employees understand the accommodation request process, including the requirement to arrange for accessible formats and communication supports, and the requirement to consult with the person making the request in order to determine suitable accessible formats or communication supports.

Regularly review compliance and usability best practices in order to identify ways to improve accessibility in information, communications and technology based on broader accessibility sector advancements and legislated requirements

### **Employment**

Nienkamper will ensure inclusive employment processes for recruitment, retention and development, including:

- Provision of accessible formats and communication supports that take into account an employee's accessibility needs
- Taking employees' disabilities and accommodation needs into account in respect of performance management and career development
- Ensuring processes are in place to support employee / workplace accommodation requests following absences from work and during an employee's employment

This plan will be reviewed at least once every five years.

### **Policies and Training**

Provide training on the requirements of the IASR and on disability-related obligations under Ontario Human Rights legislation and maintain records of the dates when training is completed and the individuals who completed the training.

This plan will be reviewed at least once every five years.

### **Design of Public Spaces**

As of 1 January 2023, Nienkamper does not have any plans for new construction or significant redevelopment of its Ontario location to which the Design of Public Spaces Standard of the Integrated Accessibility Standards Regulation is applicable. For any future plans to which this Standard would be applicable, however, we will comply with the required responsibilities under this Standard.

### **Feedback**

We will continue to monitor and respond to feedback promptly.

For more information on this accessibility plan, please contact us:

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