

## Policy: Accessibility for Ontarians with Disabilities Act

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### Objectives

The purpose of this Policy is to establish how Edgewell Personal Care Canada (“Edgewell”) will provide access to goods or services to its customer accounts,<sup>1</sup> and the individual representatives of those accounts, (collectively our “Customers”) in a manner that is compliant with the Customer Service Standards set out in Ontario Regulation 191/11, the Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”).

### Policy Statement

Edgewell recognizes the importance of:

- The principles of independence, dignity, integration and equal opportunity;
- Providing access to goods and services for Customers with disabilities;
- Openly communicating and responding to the needs of Customers with disabilities; and
- Complying with the mandatory Customer Service Standards addressed in the Integrated Accessibility Standards under the AODA.

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<sup>1</sup> This policy applies to all of Edgewell’s customer accounts, whether they are individuals or larger, third party businesses.

## **Application**

This Policy applies to all Edgewell employees, agents and contractors who provide goods and services to Customers on behalf of Edgewell, including but not limited to senior management, managers, supervisors, full-time employees, part-time employees, off-site employees, telephone support personnel, website support staff, students, apprentices and volunteers (“Employees, Agents and Contractors”).

This Policy shall also apply to every Employee, Agent and Contractor involved in the development of policies, procedures and practices pertaining to the provision of goods and services to Edgewell’s Customers.

### **1. Communication**

Employees, Agents and Contractors will communicate with Customers with disabilities in a manner that takes into account their disabilities. Where applicable, the Employees, Agents and Contractors will ask the Customer how to best communicate with him or her.

### **2. Assistive Devices**

Assistive devices that may be used by individuals with disabilities will be welcome on Edgewell premises open to Customers, including but not limited to canes, crutches, walkers, wheelchairs, scooters, oxygen tanks, screen readers, listening devices, speech amplification devices, magnification devices, note-taking devices, and communication boards. Edgewell will take steps to ensure that Employees, Agents and Contractors are trained to be familiar with such assistive devices.

### **3. Service Animals**

Edgewell welcomes guide dogs or other animals that serve individuals with disabilities in those areas of Edgewell’s premises that are open to Customers and will permit the individual to keep the service animal with him or her, except for those animals that are otherwise excluded by law from the premises. In the event that a service animal is otherwise excluded by law from the premises, Edgewell will provide the disabled Customer with an alternative method of obtaining, using or benefitting from its goods or services.

If Edgewell is unable to determine if the animal in question is a service animal, Edgewell may require the individual to provide a document from his or her regulated health professional confirming that the individual needs the service animal for reasons relating to his or her disability.

### **4. Support Persons**

Edgewell welcomes persons who support individuals with disabilities to accompany them onto Edgewell premises open to Customers. Edgewell will ensure that disabled individuals have access to their support persons while on the premises. Such support persons need not be paid, professional support workers. They may be volunteers, family members or friends who provide support to the individual with a disability.

Support persons will be asked to follow the rules or requirements that are specific to the goods or services provided by Edgewell.

Edgewell will seek the consent of the Customer with a disability before confidential information is discussed in front of the support person. In some instances, support persons may be asked to sign a Confidentiality Agreement.

In certain situations, Edgewell may require that a person with a disability be accompanied by a support person when on the premises; however, this will only be done if after consulting with the person with a disability and considering the available evidence Edgewell determines that:

- a support person is necessary to protect the health and safety of the person with a disability or others on the premises; and
- there is no other reasonable way to protect the health and safety of the person with a disability or others on the premises.

## **5. Temporary Unavailability of Access to Goods or Services for Individuals with Disabilities**

Edgewell will provide 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 of temporary unavailability will be placed at the reception area of the relevant facility.

## **6. Employee, Agent and Contractor Training**

All Employees, Agents and Contractors who interact with Customers on Edgewell's behalf or who are involved in developing Edgewell's policies, practice and procedures on the provision of goods and services will receive training on the following matters:

- An overview of the AODA and the Customer Service Standards under the Integrated Accessibility Standards;
- How to interact, communicate and assist people with disabilities, and in particular, people with assistive devices and those who require the assistance of a guide dog, service animal or support person;
- How to use equipment and devices available on Edgewell's premises or otherwise available that may help with the provision of goods, services or facilities to a person with a disability;
- Be made aware of the policies and procedures created by Edgewell in accordance with the Customer Service Standards under the Integrated Accessibility Standards; and
- Be trained how to help a person with a disability who is having difficulty accessing Edgewell's goods or services.

This training will also be provided to every other person who provides goods, services or facilities on Edgewell's behalf to the extent that these individuals have not been previously provided with this training.

This training will be provided to all Employees, Agents and Contractors on an ongoing basis as soon as practical, whenever Edgewell's policies change with respect to customer service accessibility for individuals with disabilities.

Edgewell will keep a log of all of the training it will provide documenting who was trained, on what and when.

## Customer Access to This Policy and Related Documents

A notice advising Customers how they can request a copy of this Policy and all related documents will be posted on the Edgewell website. Customers with disabilities who request a copy of this Policy will be provided it in a format that takes into account their disability.

## Feedback Process

Edgewell invites feedback on the way that it provides goods or services to Customers with disabilities. Those who wish to provide such feedback are encouraged to do so:

- In person;
- By telephone;
- In writing; or
- By delivering an electronic text by email or on a diskette.

All feedback and/or complaints should be directed to:

Human Resources Director, Canada  
Edgewell Personal Care Canada  
6733 Mississauga Road, Suite 700  
Mississauga, Ontario L5N 6J5  
Tel: (905) 363-2708  
Email: [Krystine.Jankowski@edgewell.com](mailto:Krystine.Jankowski@edgewell.com)

Any feedback that is in the nature of a complaint will be responded to by the Company in a timeline manner, provided the individual leaves his or her contact information in order to facilitate a response.

In addition, Edgewell is committed to ensuring that this feedback process is accessible to individuals with disabilities. Accordingly, Edgewell will provide or arrange for accessible formats or communication supports, upon request and in a timely manner. When an individual requests an accessible format or communication support, Edgewell will consult with the person to determine their accessibility needs and decide on the most appropriate accessible format or communication supports given the needs of the individual and the capability of Edgewell.

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