

LBC CAPITAL
Integrated Standard for Accessibility for
Ontarians with Disabilities Policy

Updated: December 20, 2017

INTRODUCTION & PURPOSE

LBC Capital is committed to providing services and a work environment which meets the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 "AODA". LBC Capital is committed to identify, remove and prevent barriers for individuals with disabilities in both services and employment.

DEFINITIONS

For the purposes of this policy all definitions will be defined as in the AODA and its associated standards.

CUSTOMER SERVICE STANDARD

ASSISTIVE DEVICES:

We will ensure that 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, such as access to our premises or use of our call Centre, LBC Capital will notify customers promptly. Notice will include information about the reason for the disruptions, its anticipated length of time, and a description of alternative facilities or services, if available.

Depending on the severity and circumstances, this notice may be placed at the front entrance of our premises, and/or posted on the applicable web site.

TRAINING:

LBC Capital will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

These employees will be trained in the following:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Accessibility Standard of Customer Service.
- LBC Capital's plan relating to the Accessibility Standard of Customer Service
- 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 any support devices on-site
- What to do if a person with a disability is having difficulty in accessing LBC Capital's goods and services.
- How to escalate feedback and complaints
- What to do in case of a service disruption
- Any changes made to our Plan.

EMPLOYMENT STANDARD

ACCESSIBILITY AND THE EMPLOYMENT LIFE CYCLE:

Accessibility will be considered through all the stages of the employment for all employees, this includes but is not limited to recruitment, performance management and career development. Individuals that require accommodation are expected to notify either their manager or Human Resources Department.

COMMUNICATION:

Communication with employees or applicants will consider the individuals abilities.

RECRUITMENT:

Employees and applicants are notified about the availability of accommodation upon request at any point in the recruitment process. Requests can be made by contacting hr.canada@lbccapital.ca. LBC Capital notifies both employees and the public about the availability of accommodation during the offer process. Once a request is received Human Resources will consult with the employee or applicant to identify the accommodation required and the available accommodation(s).

RETURN TO WORK PROCESS:

Individuals that are returning to the workplace after a period of absence due to medical reasons are eligible to have a return to work process established based on their abilities. LBC Capital follows all legislative requirements for return to work programs.

WORKPLACE EVACUATION:

Employees and consultants are notified of the availability of an Individualized Evacuation Procedure ("IEP"). An IEP is based on an individual's abilities and meets all legislative requirements.

INFORMATION AND COMMUNICATION STANDARD

ACCESSIBLE WEBSITES & WEB CONTENT:

All Canadian website and web content will conform to WCAG 2.0 level AA by January 1, 2020. In addition any new website will conform to the WCAG 2.0 Level A by December 31, 2017. Individuals that require information in an alternate format can make this request using the feedback process.

FEEDBACK PROCESS:

Customers who wish to provide feedback on the way LBC Capital provides goods and services to people with disabilities can contact us:

Human Resources Department

5035 South Service Road
Burlington, ON L7L 6M9
Phone: 888-563-4321 ext.2286
Fax: 888-733-2340
Email: hr.canada@LBCCapital.ca

All feedback, including complaints, will be referred to the Customer Service Manager for response. Human Resources will be made aware of all related correspondence. Customers can expect to hear back within 28 business days of receipt of their feedback.

LBC Capital has developed and maintains a multi-year accessibility plan to ensure full compliance with AODA, Individuals that have questions or require clarification or a copy of our policies, or a copy of the policy in an alternate format can contact the Human Resources Department.