



Accessible Information and Communications Policy (AODA)

Intent

Parker Pet Care provides accessible information and communications for persons with disabilities, in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* and its associated regulations. This policy sets out the standards for providing accessible information and communications.

Definitions

Accessible formats: Include but are not limited to large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

Communication supports: Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

Guidelines

Parker Pet Care strives to provide information and communications to all in a format or manner that meets their needs. The company provides or arranges for the provision of accessible formats and communication supports for persons with disabilities upon request. This includes but is not limited to our feedback process and all publicly available safety and emergency information, such as evacuation procedures and floor plans. The company also ensures that our website and web content meet the standards required by the *Integrated Accessibility Standards Regulation* to enable accessible information and communications online.

The public is informed of the availability of accessible formats and communication supports by our company web site. Requests for accessible formats or communication supports should be submitted to our main reception by email or phone. The company consults with the individual making the request to ensure a suitable format or communication support is provided. Accessible formats and communication supports are provided in a timely manner and at a cost no more than the original format.

Exceptions

These standards do not apply to:

- Products and product labels;
- Unconvertible information or communications; or
- Information that the company does not control through a contractual relationship.

Unconvertible Information or Communications

Information or communications are classified as unconvertible where it is not technically practicable to convert them, or the technology required to make the conversion is not readily available. If Parker Pet Care determines that information or communications are unconvertible, the company provides the individual who made the request with an explanation as to why and a summary of the information or communications.



Acknowledgement and Agreement

By signing below, I acknowledge that I have read and understand the contents of this policy. I agree to adhere to this policy and will ensure that employees working under my direction adhere to this policy. I understand that if I violate the rules set forth in this policy, I may face disciplinary action up to and including termination of employment.

Name: _____

Signature: _____

Date: _____

Witness: _____