

# Value Village

## Multi-Year Accessibility Plan

### Accessibility for Ontarians with Disabilities Act (AODA)

### Customer Service Standards Regulation

### Integrated Accessibility Standards Regulation (IASR)

This 2014 through 2021 accessibility plan outlines the commitments and actions that Value Village Stores, Inc. (Value Village) will put in place to prevent and remove barriers to accessibility and how the requirements of the regulations will be met, for all its operations and stores in the province of Ontario. This Multi-Year Accessibility Plan will be reviewed and updated at least once every 5 years.

#### Statement of Commitment

Value Village is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by identifying, removing and preventing barriers to accessibility and meeting accessibility requirements in accordance with the *Accessibility for Ontarians with Disabilities Act (AODA)*, the *Customer Service Standards Regulation* and the *Integrated Accessibility Standards Regulation*, and the *Human Rights Code*, as it relates to people with disabilities.

#### Policies

Value Village has implemented a Customer Service Standard policy that applies to all stores in Ontario to ensure that we provide goods and services in a way that respects the dignity and independence of people with disabilities and provide them with the same opportunity to access our goods and allow them to benefit from the same services, in the same place and in a similar way as other customers.

Value Village has implemented an Integrated Accessibility Standard Policy to ensure that we identify, remove, and prevent barriers, as well as increase accessibility, for person with disabilities. This policy applies to all operations of Value Village in the province of Ontario.

#### Workplace Emergency Response

Value Village provides Team members the opportunity to prepare Individualized Workplace Emergency Response Information plans to assist in the event of an emergency, as part of our commitment under our Accommodations for Disabled Team Members policy.

## **Value Village Multi-Year Accessibility Plan**

### **Self-Service Kiosks**

Although Value Village does not currently have self-service kiosks, we will consider the needs of people with disabilities should their use be considered in the future.

### **Training**

Value Village has provided training to all team members in Ontario on policies, practices and procedures that affect the way goods and services are provided to people with disabilities and Value Village will ensure that the training is on-going and remains current at all times.

Value Village will provide training to all team members in Ontario on accessibility laws and regulations, and the Ontario Human Rights Code as it relates to people with disabilities. Training for all current team members will be provided by January 1, 2015 and will be provided on an on-going basis through an e-learning course. Training will be provided to new team members as soon as practicable after commencing employment and will be integrated into current new employee orientation and training.

### **Information and Communications**

Value Village is committed to meeting the information and communication needs of people with disabilities, whether team members, customers or the public in general.

Value Village will ensure that any new public websites or existing public websites going through a significant refresh will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A, and Level AA by January 1, 2021.

Value Village will take the following steps to ensure feedback processes are accessible to people with disabilities, upon request, by January 1, 2015: assess current forms of customer, team member and general public feedback processes, make appropriate changes and accommodations by providing different methods and mediums for receiving and responding to feedback that consider accessibility requirements of people with disabilities, when asked.

Value Village will take the following steps to make sure publicly available information is made accessible, upon request, by January 1, 2016: assess how we provide information to the public, and determine if there is anything that would make it hard for someone with a disability to read, see, hear or understand; inform the public that accessible information will be made available upon request; when asked for accessible information, we will work with the person to try and meet their needs; establish processes for ensuring alternate formats are available in a timely manner.

### **Employment**

Value Village is committed to fair and accessible employment practices.

Value Village will accommodate people with disabilities during the recruitment, assessment and hiring process by informing applicants that we will make reasonable accommodations available, upon request and through consultation with them, throughout the process. Value Village will review current recruitment policies, procedures, processes and communications methods and amend as necessary to reflect required accessibility standards, by January 1, 2016.

Value Village will review, amend and/or create, as necessary, policies and procedures used to support employees with disabilities, including but not limited to policies on the provision of job accommodations

## Value Village Multi-Year Accessibility Plan

that take into account an employee's accessibility needs due to disability. All team members will be informed of those policies and procedures by January 1, 2016 and this information will be provided to new team members as soon as practicable after commencing employment.

Value Village will review, amend and/or create, as necessary, policies and procedures, to provide or arrange for the provision of accessible formats and communications supports, upon request by team members, for information that is needed to perform their job by January 1, 2016. In determining the suitability of an accessible format or communication support, Value Village will consult with team members making the request.

Value Village will maintain a written process for the development of documented individual accommodation plans for team members with disabilities. Individual accommodation plans will include information regarding accessible formats and communication supports provided and individualized emergency response information (where required), and will identify any other accommodation that is to be provided.

Value Village will review, amend and/or create, as necessary, a documented return to work process for team members who have been absent from work due to a disability and who require accommodations in order to return to work by January 1, 2016. The return to work process will include documented individual accommodation plans and individualized emergency response (if required) as part of the process, and will incorporate any requirements under the *Ontario Workplace Safety Act, 1997* and the *Human Rights Code*, as it relates to people with disabilities.

Value Village will review, amend and/or create, as necessary, policies, procedures and processes to take into account the accessibility needs of team members with disabilities, as well as individual accommodations plans, when conducting performance management, providing career development and advancement, or when redeploying team members, by January 1, 2016.

### Design of Public Spaces

Value Village will work towards meeting the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces which can include accessible off-street parking, ramps, sidewalks, entrances and service-related elements like service counters, check-out line and washrooms.

### Questions?

For more information on this accessibility plan, please contact **Customer Care** at:

Phone: 1-425-462-1515

Mail: Customer Care Team, 11400 SE 6<sup>th</sup> Street, suite 200, Bellevue Washington 98004

Email: [customercare@savers.com](mailto:customercare@savers.com)

Web site: [www.valuevillage.com](http://www.valuevillage.com)

Accessible formats of this document are available free upon request to Customer Care.