

ACCESSIBILITY MULTI-YEAR PLAN

Category: Stores in Ontario

November 2017

Updated in July 2018



laVie en Rose

CONTENTS

INTRODUCTION.....	1
ACHIEVEMENTS AND PLAN FOR IMPROVEMENTS	2
<i>Customer Service</i>	2
<i>Accessibility Feedback Process</i>	2
<i>Information and Communication</i>	3
<i>Employment</i>	3
<i>Physical Barriers</i>	4
<i>Training</i>	4
TRAINING PLAN	5
HOW TO INTERACT AND COMMUNICATE WITH CUSTOMERS WHO HAVE DISABILITIES	5
VISION LOSS	6
DEAF, ORAL DEAF, DEAFENED OR HARD OF HEARING	7
DEAFBLIND.....	8
PHYSICAL DISABILITIES.....	9
MENTAL HEALTH DISABILITIES	10
INTELLECTUAL OR DEVELOPMENTAL DISABILITIES	11
LEARNING DISABILITIES	12
SPEECH OR LANGUAGE IMPAIRMENTS.....	13
For more information.....	15

INTRODUCTION

Ontario recognizes the history of discrimination against persons with disabilities, therefore the province has implanted the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the authority of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) with the goal of creating standards to improve accessibility across the province.

La Vie en Rose also has the responsibility of making our stores accessible to all of our clients and employees with or without disabilities. This plan outlines our commitment to treating all of our clients with dignity and respect and making our stores accessible.

ACHIEVEMENTS AND PLAN FOR IMPROVEMENTS

Employees are trained on the accessibility act and therefore are aware of how to provide service to individuals who present a disability.

Customer Service

Customer Service is fundamental to La Vie en Rose's business. Our store staff has been trained on how to provide clients with the best service possible. We've implemented mystery shopper program in our stores to ensure our standards are met at the store level on a regular basis. The mystery shopper must analyze the service received at the store and report on any failures. Reports received are provided to the Regional Sales manager and an action plan is created should be report be below our acceptable standards. We will continue to train our staff to better serve our clients.

La Vie en Rose has been committed to ensuring that all clients whether disabled or not have access to a customer service and provide training to employees on how to aid clients that may present a disability. The Accessible Customer Service plan has been created to ensure such service is provided and provides training material for our store employees.

Accessibility Feedback Process

La Vie en Rose welcomes feedback on how we provide accessible customer service. Customer feedback helps us to identify barriers and respond to concerns. Customers can learn more about how to provide feedback in our stores or via our company website.

Customers who wish to provide feedback on the way la Vie en Rose provides goods, services and facilities to people with disabilities can submit feedback by completing the AODA- Customer feedback form, or verbally to any la Vie en Rose employe. Customers can also submit feedback by sending an email to info@lavieenrose.com or can call customer service toll free at 1-877-328-7673.

All feedback, including complaints, will be handled in the following manner:

Customers who provide formal feedback will receive acknowledgement of their feedback, as well as a notification of any resulting actions that were taken based on the concerns or complaints submitted.

Complaints will be sent to the Human Resources Department and will be addressed according to our organization's regular complaint management procedures.

La Vie en Rose will make sure that our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication, based on individual requests.

Future objectives: Appoint an in-store delegate to ensure feedback is documented.

Information and Communication

Communication and marketing material present in store are made accessible to all clients. Materials provided are made to ensure that the information is clear and legible and do not exclude any individual. Should a client be unable to read the print, staff is available to provide them with the required information and they are provided with the training on how to interact with individuals that may present a disability.

Clients may access the store website and find the necessary information and description of the item online with the option of calling or emailing customer service for additional information or if they are faced with a barrier in placing the order.

La Vie en Rose is committed to providing accessible, quality services. Communications in alternate formats will be made available upon request within a reasonable time period in a mutually agreed upon format. Customers and employees can complete **the Alternate Request Format form** and send it to the Human Resources Department.

Employment

Job applicants have the possibility of applying either in store directly or applying online. Our career website accepts applicants throughout the year and regional sales managers receive applicants directly in their inbox.

La Vie en Rose is committed to communicating with employees who have been on a leave of absence for a disability to ensure a safe return to work in an environment that can accommodate their disability without presenting undue hardship to la Vie en Rose. We ensure a follow-up is done on a regular basis to gather necessary information on what the accommodation needs are.

Future objectives: Encourage staff to recruit and promote the employment possibilities at la Vie en Rose to individuals that may have disabilities. Employees who identify as disabled will be provided with emergency information and the procedure to follow should an emergency arise that aligns with their specific needs.

Physical Barriers

We enforce a health and safety standard in store to ensure that physical barriers are kept to a minimum. Store cleanliness and safety are top priority. Store staff enforces the health and safety standards such as removing boxes and removing other physical barriers to keep passageways clean and accessible to all.

Regional Sales managers visit stores on a regular basis and ensure that the Health and Safety report is completed on a monthly basis. The report includes store cleanliness and thus staff is responsible for ensuring passageways are clear of any barriers.

Future objectives: Train Visual team to ensure props used at store level don't pose a barrier for clients with disabilities.

Training

Employees are trained on accessible customer service, Human Rights and the mandatory health and safety requirements as per Ontario law.

Future objectives: Ensuring staff have completed their training on the Ontario Human Rights Code that relate to persons with disabilities to ensure that individuals presenting a disability have the opportunity to apply at la Vie en Rose and provide the accommodations necessary if it does not present an undue hardship. The training shall be completed within their probation period. Maintain a registry of said training and ensure that individuals have the required materials for following the training. Placing links to online training provided by the government in relation to this policy on our intranet site accessible to all employees.

Modifications to this or other policies

Any policy of La Vie en Rose that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

La Vie en Rose is committed to updating and modifying this multi-year plan at least one every five (5) years.

TRAINING PLAN

HOW TO INTERACT AND COMMUNICATE WITH CUSTOMERS WHO HAVE DISABILITIES

General tips on providing service to customers with disabilities

- If you're not sure what to do, ask your customer, "May I help you?" Your customers with disabilities know if they need help and how you can provide it.
- Speak directly to the person with a disability, not to his or her support person or companion.
- Avoid stereotypes and make no assumptions about what type of disability or disabilities the person has. Some disabilities are not visible and customers are not required to give you information about any disabilities they may have.
- Take the time to get to know your customer's needs and focus on meeting those needs just as you would with any other customer.
- Be patient. People with some types of disabilities may take a little longer to understand and respond. A good start is to listen carefully.

- If you cannot understand what your customer is saying, politely ask them to repeat themselves.
- Don't touch or speak to service animals – they are working and have to pay attention at all times.
- Don't touch assistive devices, including wheelchairs, without permission.
- Consider including people.

ALWAYS REMEMBER TO TAKE IN CONSIDERATION THE PRINCIPLES OF:

-INDEPENDENCE
 -DIGNITY
 -INTEGRITY
 -EQUAL OPPORTUNITY

VISION LOSS

Tips on how to interact and communicate with customers who have vision loss

- Don't assume the individual can't see you.
- Don't touch your customer without asking permission.
- Identify landmarks or other details to orient your customer to the environment around him or her.
- Don't touch or speak to service animals – they are working and have to pay attention at all times.
- If you need to leave your customer, let him or her know you are leaving and will be back.
- Identify yourself when you approach your customer and speak directly to him or her, even if he/she is accompanied by a companion.
- There is generally no need to raise your voice because the person does not necessarily have hearing loss. Say your name even if you know the person well as many voices sound similar.
- Do not be afraid or embarrassed to use words such as “see”, “read” and “look.” People with vision loss also use these words.
- When providing printed information, offer to read or summarize it (example: contest).
- Offer to describe information. For example, verbally itemize the bill.

Types of assistance your customer might use:

- ✓ Braille
- ✓ Large print
- ✓ Magnification devices
- ✓ White cane
- ✓ Guide dog
- ✓ Support person such as a sighted guide.

DEAF, ORAL DEAF, DEAFENED OR HARD OF HEARING

Tips on how to interact and communicate with customers who are deaf, oral deaf, deafened or hard of hearing

- Attract the customer's attention before speaking. Generally, the best way is by a gentle touch on the shoulder or with a gentle wave of your hand.
- Ask how you can help. Don't shout.
- Don't put your hands in front of your face when speaking. Some people read lips.
- If necessary, ask if another method of communication would be easier, such as, using a pen and paper.
- Be patient if you are using a pen and paper to communicate. American Sign Language may be your customer's first language. It has its own grammatical rules and sentence structure.
- Look at and speak directly to your customer. Address your customer, not the interpreter or support person.
- If the person uses a hearing aid and find the music too loud, move to a quieter area, so the person can hear or concentrate better.
- Don't assume that the customer knows sign language or reads lips.

Types of assistance your customer might use:

- ✓ Hearing aid

- ✓ Paper and pen
- ✓ Personal amplification device (e.g., Pocket Talker)
- ✓ Phone amplifier
- ✓ Relay Service
- ✓ Teletypewriter (TTY)
- ✓ Hearing ear dog
- ✓ Support person such as a sign language interpreter.

DEAFBLIND

Tips on how to interact and communicate with customers who are deafblind

- Don't assume what a person can or cannot do. Some people who are deafblind have some sight or hearing, while others have neither.
- A customer who is deafblind is likely to explain to you how to communicate with him or her or give you an assistance card or a note explaining how to communicate with him or her.
- Identify yourself to the intervenor when you approach your customer who is deafblind, but then speak directly to your customer as you normally would, not to the intervenor.
- Don't touch or address service animals – they are working and have to pay attention at all times.
- Don't suddenly touch a person who is deafblind or touch them without permission.

Types of assistance your customer might use:

- ✓ Braille
- ✓ Large print
- ✓ Print on paper (using black felt marker on non-glossy white paper or using portable white and black boards)
- ✓ Hearing aid with built-in FM system
- ✓ Magnification equipment such as monocular or magnifier
- ✓ Teletypewriter (TTY)
- ✓ White cane

- ✓ Service animal
- ✓ Support person, such as a sign language interpreter

PHYSICAL DISABILITIES

Tips on how to interact and communicate with customers who have physical disabilities

- Speak naturally and directly to your customer, not to his or her companion or support person.
- Ask before you help. People with physical disabilities often have their own ways of doing things.
- Respect your customer's personal space. Do not lean over him or her or on his or her assistive device.
- Don't move items or equipment, such as canes and walkers, out of the person's reach.
- Don't touch assistive devices without permission. If you have permission to move a person in a wheelchair, remember to:
 - Wait for and follow the person's instructions;
 - Confirm that your customer is ready to move ;
 - Describe what you're going to do before you do it ;
 - Avoid uneven ground and objects.
- Don't leave the person in an awkward, dangerous or undignified position such as facing a wall or in the path of the changing room.

Types of assistance your customer might use:

- ✓ Mobility device (i.e., wheelchair, scooter, walker, cane, crutches)
- ✓ Support person.

MENTAL HEALTH DISABILITIES

Tips on how to interact and communicate with customers who have mental health disabilities

- Mental health disabilities are not as visible as many other types of disabilities. You may not know that your customer has a mental health disability unless you're informed of it. Examples of mental health disabilities include schizophrenia, depression, phobias, as well as bipolar, anxiety and mood disorders.
- A person with a mental health disability may have difficulty with one, several or none of these:
 - Inability to think clearly
 - Hallucinations (e.g., hearing voices, seeing or feeling things that aren't there)
 - Depression or acute mood swings (e.g., from happy to depressed with no apparent reason for the change)
 - Poor concentration
 - Difficulty remembering
 - Apparent lack of motivation.
- If someone is experiencing difficulty controlling his or her symptoms, or is in a crisis, you may want to help out. Be calm and professional and ask your customer how you can best help.

- Treat a person with a mental health disability with the same respect and consideration you have for everyone else.
- Be patient.
- Be confident and reassuring. Listen carefully and work with your customer to try to meet their needs.
- If someone appears to be in a crisis, ask him or her to tell you the best way to help.

Types of assistance your customer might use:

- ✓ Service animal
- ✓ Support person.

INTELLECTUAL OR DEVELOPMENTAL DISABILITIES

Tips on how to interact and communicate with customers who have intellectual or developmental disabilities

- People with intellectual or developmental disabilities may have difficulty doing many things most of us take for granted. These disabilities can mildly or profoundly limit the person's ability to learn, communicate, socialize and take care of their everyday needs. You may not know that someone has this type of disability unless you are told.
- As much as possible, treat your customers with an intellectual or developmental disability like anyone else. They may understand more than you think, and they will appreciate that you treat them with respect.
- Don't assume what a person can or cannot do.
- Use plain language and speak in short sentences.
- To confirm if your customer understands what you have said, consider asking the person to repeat the message back to you in his or her own words.
- If you cannot understand what is being said, simply ask again.
- Provide one piece of information at a time.
- Be supportive and patient.
- Speak directly to your customer, not to their companion or support person.

Types of assistance your customer might use:

- ✓ Communication board
- ✓ Speech generating device
- ✓ Service animal
- ✓ Support person.

LEARNING DISABILITIES

Tips on how to interact and communicate with customers who have learning disabilities

- The term “learning disability” describes a range of information processing disorders that can affect how a person acquires, organizes, expresses, retains, understands or uses verbal or non-verbal information.
- Examples include dyslexia (problems in reading and related language-based learning); dyscalculia (problems in mathematics); and dysgraphia (problems in writing and fine motor skills).
- It is important to know that having a learning disability does not mean a person is incapable of learning. Rather, it means they learn in a different way.
- Learning disabilities can result in different communication difficulties for people. They can be subtle, such as difficulty reading, or more pronounced. They can interfere with your customer’s ability to receive, express or process information. You may not know that a person has a learning disability unless you are told.
- When you know someone with a learning disability needs help, ask how you can help.
- Speak naturally, clearly, and directly to your customer.
- Allow extra time if necessary - people may take a little longer to understand and respond.
- Remember to communicate in a way that takes into account the customer’s disability.
- Be patient and be willing to explain something again, if needed.

Types of assistance your customer might use:

- ✓ Alternative technology for writing
- ✓ Calculator
- ✓ Scanning or reading technology
- ✓ Tape recorders, mini pocket recorders.

SPEECH OR LANGUAGE IMPAIRMENTS

Tips on how to interact and communicate with customers who have speech or language impairments

- Some people have problems communicating because of their disability. Cerebral palsy, hearing loss or other conditions may make it difficult to pronounce words or may cause slurring or stuttering. They also may prevent the person from expressing themselves or prevent them from understanding written or spoken language. Some people who have severe difficulties may use communication boards or other assistive devices.
- Don't assume that because a person has one disability, they also have another. For example, if a customer has difficulty speaking, it doesn't mean they have an intellectual or developmental disability as well.
- Ask your customer to repeat the information if you don't understand.
- Ask questions that can be answered "yes" or "no" if possible.
- Try to allow enough time to communicate with your customer as they may speak more slowly.
- Don't interrupt or finish your customer's sentences. Wait for them to finish.

Types of assistance your customer might use:

- ✓ Communication board
- ✓ Paper and pen
- ✓ Speech generating device
- ✓ Support person.

For more information

For more information on this accessibility plan, please contact the Human Resources Department at 514-256-9446 or rh.hr@lavieenrose.com/info@lavieenrose.com.

Standard and accessible formats of this document are free on request from rh.hr@lavieenrose.com.