



# Long & McQuade Company's Customer Service Policy Statement & Accessibility Plan

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## Policy

Long & McQuade is committed to providing an accessible environment for people with disabilities in a way that considers each person's independence, dignity, integration and equal opportunity. Long & McQuade will develop policies, practices and procedures, and training modules so as to ensure compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Accessibility for Manitobans Act (AMA). Each applicable associate is, in turn, responsible for ensuring that goods and services are provided in a way that is accessible and takes into account the principles of the AODA and the AMA.

## 2. Providing goods and services to people with disabilities

Long & McQuade is committed to service excellence, which includes accessible services for people with disabilities, and we will carry out our functions and responsibilities in the following areas:

### 2.1 Communications

Long & McQuade will communicate with people with disabilities in ways that take into account their disability.

Long & McQuade has provided training to associates on how to interact and communicate with people with various types of disabilities.

### 2.2 Telephone services

Long & McQuade is committed to providing accessible telephone service. Associates are trained how to communicate with people over the telephone in clear and plain language, and to speak clearly and slowly. Long & McQuade will offer to communicate by mail and electronic mail if telephone communication is not suitable to the needs of a person with disabilities.

### 2.3 Assistive devices, Support Persons & Service Animals

Long & McQuade is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. Associates are trained on how to interact with people with disabilities who use assistive devices while accessing our goods or services.



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Long & McQuade associates and other staff will receive training on use of assistive devices, which may be available on our premises for use such as a scooters, wheelchairs and lifts.

Long & McQuade will provide training to new associates as they are hired, through electronic learning, paper-based training, or any other method that ensures timely and comprehensive training.

### **Support Person**

- If a customer with a disability is accompanied by a support person, Long & McQuade will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.
- There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, Long & McQuade will make every reasonable attempt to resolve the issue.
- In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

### **Service Animals**

Service animals are welcome on our premises.

- treat a service animal as a working animal
- do not distract a service animal from its job by petting, feeding, or playing with it, unless given permission by the person with the service animal to do so
- know how to identify a service animal by its harness or vest and by the assistance the animal is providing
- If we have concerns, we may ask if the animal has been trained to help a person with a disability-related need.
- We expect the person who is handling the service animal to maintain control of the animal physically or through voice, signal or other means.
- If the service animal is showing signs of not being controlled (i.e., by barking, whining or wandering), we may provide a warning to the handler to control the animal.



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- If the service animal continues to misbehave, we may ask the handler to leave.
- If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, Long & McQuade will make all reasonable efforts to meet the needs of all individuals

### Accessibility Features

- We organize our space so that there is room for people with wheelchairs, electric scooters and walkers.
- Our seating accommodates people of varying sizes and abilities.
- We keep hallways, aisles, entrance and reception areas, waiting rooms and meeting rooms clear of clutter.
- We keep our entrance area clear of ice and snow.
- We place standing signs out of the way to avoid tripping hazards.
- We use both audio and visual cues to inform customers it is their turn to be served.
- We take our goods and/or services to the customer as required when our premises and structures are not accessible.
- Alternatives to our accessibility features include:
  - personal shoppers or online service with home delivery
  - providing service at alternate locations, such as meeting the customer at a location within our workspace that has easy access or to their car within the parking lot
  - lessons can be accommodated in another store or within the same store in an alternate room
- Our accessibility features affected by this policy include:
  - hallways, aisles, entrance and reception areas, waiting rooms and meeting rooms, accessible washrooms, elevators, automatic doors, doorbells and ramps, lessons rooms

### 2.4 Documents

Long & McQuade is committed to providing documents, i.e.: store receipts, flyers, sale signs, product labels in a manner that takes into account a person's disability. For this reason, associates will provide assistance upon request to review documents with customers.

This policy statement will be made available upon request to customers with disabilities in a format that takes into account their disability. The length of



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time it will take to provide the information in alternative formats will depend on the format requested. Every effort will be made, however, to process requests in a timely fashion and at no cost to the customer.

### **1. Use of service animals and support persons**

Long & McQuade is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises open to the public. All associates and volunteers dealing with the public are properly trained in how to interact with people with disabilities accompanied by a service animal. Long & McQuade is committed to welcoming people with disabilities who are accompanied by a support person.

Any person with a disability who is accompanied by a support person will be allowed to enter the Long & McQuade's premises with his or her support person. At no time will a person with a disability, who is accompanied by a support person, be prevented from having access to his or her support person while on our premises.

### **2. Notice of temporary disruption**

In the event of a planned or unexpected disruption in our facilities and services, Long & McQuade will provide notice to the public who uses these amenities. The notice will be posted where it will come to the attention of the public up to and including our public page and will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available.



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### **3. Training for associates and other staff**

Applicable associates are trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Each applicable associate is responsible for ensuring that Long & McQuade goods and services are provided in a way that is accessible, and that takes into account each person's independence, dignity, integration and equal opportunity.

Long & McQuade provides training to associates who deal with the public or other third parties on behalf of the Company, as well as to associates who are involved in the development and approvals of customer service policies, practices and procedures. Training is provided as part of new hire orientation;

- when an associate changes positions or departments, and the training is required for the new position; or
- on an as-needed basis when changes are made to policies, practices and procedures, or to the legislation.

#### **Training includes the following:**

- The purposes and requirements of the Accessibility for Ontarians with Disabilities Act, 2005, the
- Accessibility for Manitobans Act, The Ontario Human Rights Code, and The Manitoba Human Rights
- Code
- 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
- Use of assistive devices, which may be available on our premises for use such as a scooter,
- wheelchairs and lifts.
- What to do if a person with a disability is having difficulty in accessing Long & McQuade's goods and services
- Long & McQuade's policies, practices and procedures relating to the customer service standard, information and technology standard, and employment standard



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### **4. Feedback process**

Feedback regarding the way Long & McQuade provides goods and services to people with disabilities can be made by using the Customer Feedback Form, and/or through submitting comments by mail, electronic mail, via telephone, facsimile and/or in person. All feedback is taken seriously and each customer communication is directed to the responsible operating division or department for review and necessary action.

We document feedback actions and said document can be available upon request. Customers can expect to hear back from the responsible operating division or department within 30 days together with a finding, or change that the operating division or department has, or will take, based on the customer feedback. The operating division or department will respond in a way that considers the person's disability, if applicable, and in accordance with the principles of the AODA and the AMA.

### **5. Questions about this policy**

This policy exists to provide customer service excellence to people with disabilities. If anyone has a question about the policy or if the purpose of a policy is not understood, inquiries should be referred to the Long & McQuade the Company.

### **6. Statutory Reference**

Ontario Regulation 429/07: Accessibility Standards for Customer Service, Accessibility for Ontarians with Disabilities Act (2005); Ontario Regulation 191/11: Integrated Accessibility Standards; Ontario Human Rights Code; Accessibility for Manitobans Act; Manitoba Human Rights Code; Manitoba Regulation 171/2015: The Customer Service Standard Regulation.



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Long & McQuade is committed to ensure compliance and universal accessibility across the business, to integrate accessibility requirements within its existing policy documents. Where necessary, Staples is dedicated to the development, revision, and implementation of new policies to further fortify our commitment.

Our pledge extends beyond initial implementation; we are committed to routinely reviewing all policies, ensuring their ongoing relevance and alignment with evolving accessibility standards.

We are proud of our commitment to identifying, removing and preventing barriers in our organization and the services we provide. As part of this commitment, we have prepared this Accessibility Plan that will serve as a roadmap for management and employees. The goals included in this plan will assist us in meeting the requirements of the Accessibility for Manitobans.

We will continue to review our operations and our goals annually and update this Accessibility Plan every two years. When necessary, we will revise any Long & McQuade policies, practices, and procedures to ensure our current operations reflect current legislative requirements and our own ongoing accessibility goals.

Long & McQuade seeks to provide an environment in which all individuals have equal access to our services, in a way that ensures the dignity and independence of persons with disabilities. As always, we welcome your feedback. Your input helps to make us better. Please feel free to contact at any time with your questions and concerns.



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### Purpose of Accessibility Plan



#### **This Accessibility Plan will:**

- Summarize the actions taken by Long & McQuade to identify, remove and prevent barriers for persons with disabilities;
- Describe current and planned measures to ensure ongoing compliance with accessibility legislation;
- Describe planned “beyond compliance” measures to achieve greater accessibility and inclusion for Long & McQuade employees, visitors and industry partners; and
- Describe how the plan will be communicated internally and externally





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### Statement of Commitment to Accessibility

Long & McQuade is committed to providing a safe, dignified, and welcoming environment for everyone. We make every effort to provide accessible and inclusive goods and services, information, employment opportunities, and facilities, wherever possible.

We are committed to meeting the requirements of The Accessibility for Manitobans Act (AMA) and applicable accessibility and human rights legislation. We strive to ensure equal access and participation for all.

### Accessibility Policies and Procedures

The Long & McQuade Accessibility Policy, Accessibility Plan, Accessibility Feedback Form, and supporting information are available online at [xxxx](#)

### The Accessibility for Manitobans Act Compliance Achievements

CATEGORY	REQUIREMENT
Customer Service and Accessibility Training	Provide accessible and timely customer service training for employees to serve customers of all abilities
	Keep a written record of accessibility training provided
Customer Service and Accessibility Feedback	Create accessible ways for people to provide feedback
Emergency Information	Provide accessible emergency and public safety information
	Provide accessible emergency information to staf
Accessibility Policies	Create an accessibility policy
	Make the accessibility policy public at long-mcquade.com
Employment Practices	Make employment practices accessible, including how the organization hires, retains, and provides career development opportunities
Individual Accommodation and Return-to-work Plans	Document processes for developing individual accommodation plans and return-to-work plans
Public Information	Make public information accessible when requested



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### **Measures to Identify, Remove, and Prevent Barriers**

Departments and teams responsible for Long & McQuade's accessibility actions and initiatives use various measures to identify, remove, and prevent accessibility barriers.

#### **IDENTIFYING BARRIERS**

In order to meet or exceed AMA compliance requirements, Long & McQuade welcomes feedback from and seeks opportunities to engage with persons with disabilities and representatives from disability organizations. Feedback and consultation with visitors, employees, and community members who have lived experience assist us in identifying barriers and priorities to address. Acknowledging barriers and creating goals to remove and prevent barriers helps us to create a more accessible environment for all at Long & McQuade.

#### **REMOVING AND PREVENTING BARRIERS**

Long & McQuade management and staff, have the goal to continue the prevention of accessibility barriers at Long & McQuade over the coming years to ensure the AMA compliance requirements and Long & McQuade goals and initiatives are carried out as per both legislative and corporation-determined deadlines.

#### **POLICIES, PROCEDURES, AND PLANS**

Long & McQuade management and staff, including the Accessibility Working Group, are committed to maintaining and reviewing the Accessibility Policy and Accessibility Plan. Reviewing accessibility documents annually will help ensure that Long & McQuade continues to work towards and accomplish its accessibility goals as planned.

In addition to accessibility policies and plans, any Long & McQuade policies or procedures identified as presenting barriers to accessibility, diversity, and inclusion will be revised to remove identified barriers.

#### **TRAINING**

Long & McQuade is committed to ensuring that its employees receive training on the AMA and on content in the Manitoba Human Rights Code as it pertains to persons with disabilities. In addition, training will be provided on Long & McQuade accessibility policies



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and procedures, as soon as possible following hiring. Currently, all employees complete required training within 30 days of their employment start date. Refresher training is provided when changes are made to accessibility legislation or Long & McQuade's accessibility policies and procedures.

### **CUSTOMER SERVICE**

Long & McQuade is committed to providing its services and operating in a way that respects the dignity and independence of persons with disabilities. Long & McQuade is committed to ensuring that it provides persons with disabilities with equitable access to its services and employment opportunities in the same place and in a similar way as other members of the public.

### **INFORMATION AND COMMUNICATION**

Long & McQuade is committed to making information and communications accessible to persons with disabilities. This includes a commitment to ensuring both print and online information is accessible to employees and the public, including emergency and safety information and website content. Long & McQuade is also committed to making every effort to provide information in alternate formats requested by persons with disabilities.

### **EMPLOYMENT**

Long & McQuade is committed to providing fair and accessible employment opportunities. This includes ensuring accessible recruitment and selection processes, creating individualized workplace emergency response plans, and providing formal written accommodation and return to work plans.

Long & McQuade is committed to informing all employees of policies and procedures that support employees with disabilities.

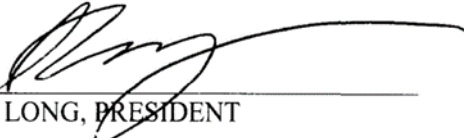
### **Communication of the Plan**

The Accessibility Plan is available on the Long & McQuade website at [xxx](#)



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STEVE LONG, PRESIDENT

<a href="#">Our Company</a>	<a href="#">Community</a>
<a href="#">About Long &amp; McQuade</a>	<a href="#">Community Engagement</a>
<a href="#">Retail Locations</a>	<a href="#">Locations</a>
<a href="#">Careers At Long &amp; McQuade</a>	<a href="#">Careers</a>
Notice of Availability & Format of Documents	<a href="mailto:slong@long-mcquade.com"><b>slong@long-mcquade.com</b></a>