Continental CURRENCY EXCHANGE
Your Foreign Exchange Experts™

Accessibility for Persons with Disabilities Policy

Human Resources

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1. Purpose

In accordance with the *Accessibility for Ontarians with Disabilities Act*, *2005* (AODA, or the Act), and any applicable regulations, as amended this policy has been developed to ensure that all employees, Clients, prospective Clients, visitors or the general public, and applicants for employment have fair and equitable access to Continental Currency Exchange Canada Ltd.'s (CCE) programs and services and to improve opportunities for persons with disabilities.

2. Scope / Audience

This policy applies to all employees, Directors, independent consultants, contractors, Clients, prospective Clients, visitors or the general public, and applicants for employment.

3. Statement of Commitment

CCE is committed to ensuring equal access and participation for people with disabilities. CCE is committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. CCE believes in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. This will be accomplished by removing and preventing barriers to accessibility and meeting all accessibility requirements under the AODA and Ontario's accessibility laws.

4. Policy

Training

CCE is committed to training all employees, Directors, and independent contractors in Ontario's accessibility laws and aspects of the Ontario *Human Rights Code* that relate to persons with disabilities.

Training is provided to all new employees upon hire and on an ongoing basis for existing employees to ensure all employees remain current with any policy or procedural changes as it relates to the AODA Customer Service or other Standards.

Training is specific to employees' roles and will include:

An overview of the AODA and its purpose

- How to interact and communicate with persons with various types of disability
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person
- How to use equipment or devices available on our premises or otherwise provided by CCE that may help with the provision of goods, services, or facilities to a person with a disability
- What to do if a person with a particular type of disability is having difficulty accessing our goods, services, or facilities

Information and Communications

CCE communicates with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible or alternative formats or with communication supports at a cost that is no more than the regular cost charged to other persons. CCE will consult with the person making the request in determining suitability of accessible format or communication support. If CCE determines that information or communications are unconvertible, CCE will provide the requester with:

An explanation as to why the information or communications are unconvertable, and
A summary of the unconvertable information or communications

CCE will also meet and maintain internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Service Animals
CCE welcomes persons with disabilities and their service animals. Service animals are allowed on the parts of the premises that are open to the general public. While visiting any CCE location, it is the responsibility of the person with the service animal to keep the animal under control at all times.

In the event an employee or Client has allergies to a service animal or expresses discomfort, CCE will offer alternate reasonable arrangements.

Support Persons
CCE is committed to welcoming people with disabilities who are accompanied by a support person. Consent will be obtained from the person with a disability prior to communicating confidential information related to their business with CCE in the presence of the support person.

Assistive Devices
CCE is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from goods, services, or facilities, or with the availability of other measures, if any, which enable them to do so. Employees are familiar with various assistive devices that may be used by persons with disabilities while accessing goods or services. CCE is committed to purchasing technology as required to ensure accessibility in accordance with the AODA and all associated regulations.

Employment
Employees, applicants for employment, and the general public are notified that accommodations can be made during recruitment including any assessment and selection processes.

Employees are notified that supports are available for those with disabilities in all aspects of employment including performance management, career development, and redeployment. CCE has a documented process in place to develop individual accommodation plans and return-to-work programs for employees who have a disability or have been absent from work due to a disability.

Where needed, CCE will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, CCE will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

Design of Public Spaces
CCE will meet accessibility laws when building or making major changes to public spaces. Currently, CCE's public spaces include:

- Service-related elements e.g., service counters, and queuing guides.

Procedures are in place to prevent service disruptions to the accessible parts of our public spaces.

Notice of Temporary Disruption
CCE will make every reasonable effort to provide Clients with notice in the event of a planned or unexpected disruption in the services or facilities usually used by persons with disabilities. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available.

CCE will not be able to give advance notice in case of an emergency or unanticipated disruption.

Notices will be posted in accessible locations (including the website, if possible). Printed notices will be clearly laid out, of sufficient size and easily readable, and they will be displayed prominently at entrances, on notice boards, or at service workstations,

Feedback
CCE is committed to providing fair and equal access to facilities, products, services, employment and programs for everyone, including persons with disabilities.

Feedback may be provided in person, by telephone, in writing, by email, or in an accessible format or with communication supports upon request. CCE's public website contains information relating to complaints, the feedback process, and contact information.

All feedback related to accessibility should be directed to the Human Resources Department.

Changes to Existing Policies
We will review and modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

This document is publicly available. Accessible formats are available upon request.

5. Definitions

Accessibility: means giving people of all abilities opportunities to participate fully in everyday life. It is used to describe how widely a service, product, device, or environment is available to as many people as possible. Accessibility can be seen as the ability to access and benefit from a system, service, product, or environment.

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

Assistive Device: a technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of persons with disabilities.

Barrier: anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or practice.

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

Disability: Under the AODA, disability is defined in the same manner as in the Ontario *Human Rights Code:*

a) Any degree of physical disability, infirmity, malformation, or disfigurement that is caused by bodily injury, birth defect, or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal, or on a wheelchair or other remedial appliance or device;
b) A condition of mental impairment or a developmental disability;
c) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
d) A mental disorder; or
e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997.*

Service Animal: an animal is a service animal if it can be readily identified as one that is being used by the person for reasons relating to the person's disability as a result of visual indicators such as the vest or harness

worn by the animal or if the person provides documentation from a regulated health professional as outlined in the Act that the person requires the animal for reasons relating to the disability.

Support Person: a person who accompanies a person with a disability to help with communication, mobility, personal care, medical needs, or with access to goods, services, or facilities.