

## **Accessibility Policy**

### Purpose

This Accessibility Policy outlines the commitment of Bathe & McLellan/Connected Building Supply Inc. to providing accessible goods, services, and facilities in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005. The policy aims to promote a barrier-free environment and ensure equal access and participation for all individuals, including those with disabilities.

### Definitions

- 2.1 Disability: As defined by the AODA, disability includes physical, mental, sensory, developmental, and learning impairments that may affect a person's ability to access and benefit from goods, services, facilities, or accommodations.
- 2.2 Barrier: Any obstacle that prevents individuals with disabilities from fully accessing and participating in the activities offered by Bathe & McLellan/Connected Building Supply Inc..
- 2.3 Assistive Devices: Devices or aids used by individuals with disabilities to assist in performing tasks or activities, such as mobility aids, communication devices, or hearing aids.
- 2.4 Support Person: An individual who accompanies a person with a disability to assist in accessing goods, services, or facilities.
- 2.5 Service Animal: An animal (typically a guide dog, service dog, or miniature horse) trained to provide assistance or perform tasks for individuals with disabilities.

### Commitment to Accessibility

- 3.1 Bathe & McLellan/Connected Building Supply Inc. is committed to treating all individuals in a manner that allows them to maintain their dignity and independence. We strive to ensure that our goods, services, and facilities are accessible to all, and we will make reasonable efforts to accommodate the diverse needs of individuals with disabilities.
- 3.2 We are dedicated to providing accessible customer service and maintaining a welcoming and inclusive environment. Our employees, volunteers, and contractors will receive training on accessibility-related topics to ensure they can effectively assist individuals with disabilities.

### Communication

- 4.1 We will communicate with individuals with disabilities in ways that take into account their accessibility needs. Upon request, we will provide information and communication materials in accessible formats or with communication supports.
- 4.2 When interacting with individuals with disabilities, we will do so in a manner that respects their dignity and independence. We will listen and respond to their feedback, inquiries, and concerns promptly and with courtesy.

**Bathe & McLellan Building Materials**

**A DIVISION OF CONNECTED BUILDING SUPPLY INC**

575 Thornton Rd. S. Oshawa, ON. L1J 6W6    Tel: 905-725-4761    [info@batheandmclellan.com](mailto:info@batheandmclellan.com)  
[www.batheandmclellan.com](http://www.batheandmclellan.com)

### Assistive Devices and Support Persons

5.1 We welcome the use of assistive devices by individuals with disabilities on our premises, unless restricted by applicable laws or safety considerations. We will ensure that our employees are trained to assist with the operation or handling of assistive devices, whenever feasible and necessary.

5.2 Individuals with disabilities who require the support of a support person will be allowed to have that person accompany them on our premises. We will ensure that our employees are familiar with the guidelines for interacting with individuals who have support persons.

### Service Animals

6.1 Service animals are welcome on our premises, in accordance with applicable laws and regulations. Individuals with disabilities who are accompanied by service animals must be permitted to enter the premises with their service animals.

6.2 We will ensure that our employees are trained on how to interact with individuals who are accompanied by service animals and understand their rights and responsibilities regarding service animals.

### Notice of Temporary Disruptions

7.1 In the event of a temporary disruption that may affect accessibility, such as the closure of an accessible entrance or the unavailability of an elevator, we will provide notice to the public. This notice will include information about the reason for the disruption, its anticipated duration, and alternative options, if available.

### Feedback and Accessibility Concerns

8.1 Bathe & McLellan/Connected Building Supply Inc. values feedback from the public and individuals with disabilities. We encourage individuals to provide feedback on the accessibility of our goods, services, and facilities, including any concerns or suggestions for improvement.

8.2 Feedback can be provided in person, by phone, by email, or through any other means deemed appropriate. We will promptly respond to all feedback received and take appropriate actions to address any identified accessibility barriers.

### Training

9.1 Bathe & McLellan/Connected Building Supply Inc. will provide accessibility training to all employees, volunteers, and contractors who interact with the public or are involved in the

**Bathe & McLellan Building Materials**

**A DIVISION OF CONNECTED BUILDING SUPPLY INC**

575 Thornton Rd. S. Oshawa, ON. L1J 6W6    Tel: 905-725-4761    [info@batheandmclellan.com](mailto:info@batheandmclellan.com)  
[www.batheandmclellan.com](http://www.batheandmclellan.com)



development of policies, practices, and procedures. The training will cover topics relevant to providing accessible customer service and accommodating individuals with disabilities.

9.2 Training will be provided as soon as practicable after individuals join Bathe & McLellan/Connected Building Supply Inc. and will be repeated periodically to ensure ongoing compliance with accessibility requirements and standards.

#### Review and Compliance

10.1 This Accessibility Policy will be reviewed and updated as necessary to ensure ongoing compliance with the AODA and any applicable accessibility standards.

10.2 Bathe & McLellan/Connected Building Supply Inc. is committed to working towards meeting accessibility standards under the Integrated Accessibility Standards Regulation (IASR) and implementing any required policies, practices, and procedures.

10.3 Bathe & McLellan/Connected Building Supply Inc. will maintain records of accessibility training provided to employees, volunteers, and contractors, as well as any accessibility-related feedback and actions taken to address identified barriers.

#### Contact Information

11.1 For further information or to provide feedback on accessibility, please contact:

Hayley Mills

General Manager

905-725-4761

Hayley@batheandmclellan.com

batheandmclellan.com

#### Availability of Policy

12.1 This Accessibility Policy will be made available to the public and provided in accessible formats upon request.

Bathe & McLellan/Connected Building Supply Inc. is committed to promoting accessibility, inclusivity, and equal opportunities for individuals with disabilities

**Bathe & McLellan Building Materials**

**A DIVISION OF CONNECTED BUILDING SUPPLY INC**

575 Thornton Rd. S. Oshawa, ON. L1J 6W6

Tel: 905-725-4761

info@batheandmclellan.com

www.batheandmclellan.com