

Swan Valley Consumers Cooperative Limited	Accessibility Policy	
Human Resources		

1. Purpose:

Swan Valley Co-op wishes to ensure that the work environment and goods and services we offer are as broadly accessible as possible to all. We endeavor to provide an environment which preserves the dignity and independence and supports the integration and equal opportunity for people with disabilities.

2. Scope:

This policy applies to all Swan Valley Co-op locations.

3. Definitions:

Accessibility for Manitobans Act (AMA) – Act came into effect on December 5, 2013. The purpose of the Act is to provide a clear proactive process for identifying, preventing and removing barriers to accessibility.

Barriers - obstacles to people with disabilities are barriers that make it difficult or impossible to do the things most people take for granted. Ex. Shopping, working or taking public transit.

4. Terms:

Swan Valley Co-op is committed to providing a barrier free environment for all who access our work environment and goods and services. These barriers may include: attitudinal, information/communication, technology, organizational, architectural and physical. Our organization will also provide training to employees as well as a process for feedback regarding our application of this Standard. Swan Valley Co-op will address individual employee accommodation plans utilizing the same or similar provisions/resources available to customers. The plan will be independently tailored to each employee. The provision of reasonable accommodation will be identified during the recruitment process.

Communication will be carried out in such a way that barriers are removed or reduced. This could include: interpreters, large text print.

Assistive Devices will be welcomed on our premises and when possible provided free of charge. This may include: wheelchairs, canes, scooters, hearing technology, descriptive video.

Support Persons will be welcomed who are accompanying individuals with a disability who may require personal care, mobility, medical needs or assistance with communication. Entrance fees or other charges for the support person will be waived.

Service Animals that have been trained to provide assistance to that person's disability will be welcome. Service animals can be present in any public space; this does not include warehouse or fresh production areas.

Barrier-free Access will be addressed through the design of all Swan Valley Co-op properties and may include widened doorways, automatic doors and ramps. It shall be the practice at all locations to keep all customer accessible areas, including parking lots, entrances, hallways and emergency exits free of product, debris, snow and ice or any other materials or items that limit accessibility.

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Disruption of Services or Temporary Barriers will be addressed through finding alternatives, mitigating the impact and communicating the disruption to customers. Periods when this may occur could be during facility or equipment service and/or renovations. Communication can be provided verbally and through website, social media, posters and public address. Whenever possible, advance notice will be given of service disruption.

Feedback Process Swan Valley Co-op encourages feedback from its customers regarding accessibility of all our locations for the purpose of addressing bona fide accessibility concerns. The Accessibility Policy will be made available to those customers or employees who request it. Accessibility feedback may be offered in person, by telephone or by email accessibilityfeedback@swanvalleycoop.ca.

Training is required for all individuals performing work at any Swan Valley Co-op location. Employees of the Co-op shall be required to complete the Manitobans with Disabilities training module on the Co-op Learning Centre. Contractors will be required to provide proof of completion of accessibility training for their employees working on or at all Swan Valley Co-op properties.

5. Monitoring & Interpretation

Human Resources, in consultation with Leadership will ensure that regular monitoring of the implementation and effectiveness of this policy is conducted. Any questions concerning the content of this Policy and the enforcement of this Policy should be directed to Human Resources. This Policy will be reviewed annually, or as changes occur, to ensure that it remains up to date and compliant with applicable legislation.

6. References:

- Society for Manitobans With Disabilities – Accessible Customer Service Standard Training
- The Accessibility for Manitobans Act
- The Human Rights Code (Manitoba)

7. Approval List:

Approvals are completed via Swan Valley Co-op's Policy Manager system.

8. Revision History:

Revision No.	Revised by:	Date:	Description of Revision
0			Original issue
1		May 31, 2019	To include workplace considerations

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