



## **Accessibility for Ontarians with Disabilities Act, 2005 Accessibility Policies and Multi-Year Accessibility Plan**

### **A. PURPOSE.**

This accessibility plan outlines the policies and actions that PetSmart Canada Inc. has put in place and will maintain to improve opportunities for people with disabilities in Ontario.

### **B. SCOPE.**

Canadian Home Office and Ontario Stores.

### **C. POLICY.**

*Prepared: August 2014*

*Updated: May 2021*

#### **Statement of Commitment:**

PetSmart Canada Inc. is committed to treating all people in a way that allows them to maintain their dignity and independence. In accordance with PetSmart's Ethics and Integrity Policy, PetSmart is committed to promoting equal employment opportunity for all associates and to maintaining a workplace free of harassment, discrimination, and retaliation. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA") and the Integrated Accessibility Standards (Ontario Regulation 191/11).

#### **Education of Senior Management**

The Senior Leadership Team of PetSmart Canada has been educated on the AODA including its regulations, who is affected and what the law requires.

#### **AODA Committee**

In order to achieve compliance with the AODA, PetSmart Canada has established a working committee with members from Real Estate, Marketing, Talent Acquisition, Human Resources, Legal, Training, Operations, Facilities and Information Technology. This committee has been trained on the requirements of the legislation. The committee members participated in the development of the multi-year plan as well as the execution of the plan.

#### **Accessible Emergency information**

PetSmart Canada Inc. does not currently provide pet parents and clients with publicly available emergency information. We will provide associates with disabilities with individualized emergency response information upon request and otherwise as appropriate.

#### **Training**

PetSmart Canada Inc. has provided computer-based training to all of its associates on Ontario's accessibility laws and the Human Rights Code as it pertains to people with disabilities. PetSmart will ensure that the training remains current at all times.

Training is provided in a way that best suits the duties of associates. The training includes the following:

- A review of the purpose of the AODA.
- A review of the requirements of the Integrated Accessibility Standards and disability-related human rights law.
- How to effectively interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal, or support person.
- How to use assistive devices or equipment provided by PetSmart that may help people with disabilities access PetSmart's services.
- What to do if a person with a disability is having difficulty in accessing PetSmart's goods and services.
- PetSmart's policies, practices, and procedures relating to Accessible Customer Service. Associates will also be trained on an ongoing basis when changes are made to these policies, practices, and procedures.

Training has been provided and will continue to be provided as soon as practicable and on an on-going basis as changes are made to PetSmart's policies, procedures and practices governing the provision of services to pet parents with disabilities and to assistive devices or equipment made available by PetSmart. PetSmart maintains records of the required training. These records include the number of individuals trained and the dates on which training occurred.

### **Kiosks**

PetSmart Canada Inc. will continue to consider the needs of individuals with disabilities when procuring and implementing self-service Kiosks. PetSmart will coordinate with its vendors and suppliers to ensure that appropriate accessibility features (technical, structural, access path, etc.) are considered in the design of any kiosks purchased in the future.

### **Information and communications**

PetSmart Canada Inc. is committed to meeting the communication needs of people with disabilities. We will continue to consult with people with disabilities to determine their information needs.

PetSmart has ensured that all websites and content available for Ontarians conform with WCAG 2.0, Level AA

PetSmart Canada Inc. will continue to ensure existing feedback processes are accessible to people with disabilities and all publicly available information is made accessible.

PetSmart has a company provided application reader aide available at 1-800-738-1385

PetSmart continuously evaluates its publicly available information to determine how the information can be made accessible, upon request.

### **Employment**

PetSmart Canada Inc. is committed to fair and accessible employment practices. We notify the public, and staff that, when requested, PetSmart Canada Inc. will accommodate people with disabilities during the recruitment and assessment processes and when people are hired. To this end, PetSmart has reviewed

its Career Site and Applicant Tracking System to ensure the availability of accommodations is communicated.

PetSmart Canada Inc. has put in place a process for developing individual accommodation plans and return to work policies for associates that have been absent due to a disability.

In accordance with PetSmart's Accommodations Policy for Canadian Associates, PetSmart ensures the accessibility needs of associates with disabilities are taken into account when using performance management, career development and redeployment process and takes steps to prevent and remove accessibility barriers as they are identified.

PetSmart informs its associates of its policies used to support associates with disabilities. Such information is provided as follows:

- i. To new associates as soon as practicable after they begin their employment;
- ii. To existing associates whenever there is a change to policies on the provision of job accommodations that take into account an associate's accessibility needs due to a disability.

PetSmart provides accessible formats and communication supports to associates who have disability-related needs.

### **Design of Public Spaces**

PetSmart Canada has accessible service counters with signage, accessible point-of-sale device and a queuing line that allows sufficient width and clear area for mobility in all the stores that are being constructed and those that have been constructed in recent years. We have taken and we will continue to take the following steps to ensure ongoing compliance:

- Review and update, as necessary, standard contracts with third party construction vendors including General Contractors and Architects and leases in Ontario to ensure requirements for landlords and vendors to review and comply with AODA when performing any work at PetSmart facilities.

Engage with our construction vendor in Canada to provide training of planning, design and construction to PetSmart construction, remodel and design team.

PetSmart Canada Inc. has put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

In the event of a service disruption, we will notify the public on the service disruption, the reason for the disruption, the anticipated duration, and alternatives, if available.

### **For More Information**

For more information on this accessibility plan, please contact the PetSmart Canada Human Resources Department at 289-313-6300.

Accessible Customer Service Plan

Prepared: February 27, 2015

Updated May 2021

*Providing Goods and Services to People with Disabilities*

PetSmart Canada Inc. is committed to excellence in serving all pet parents including people with disabilities.

**Assistive devices**

We will ensure that our associates are trained and familiar with various assistive devices that may be used by pet parents with disabilities while accessing our goods and services.

**Communication**

We will communicate with people with disabilities in ways that take into account their disability.

**Service animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

**Support persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

**Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for pet parents with disabilities PetSmart will notify pet parents promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. This notice will be posted on or beside the service or facility impacted.

Services/Facilities include accessible checkout, accessible washrooms and automatic doors.

**Training**

PetSmart provides accessible pet parent service training to associates, volunteers and others who deal with the public or other third parties on our behalf through e-learning. Training is also provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services. All associates employed within the province of Ontario are trained.

Associates are trained on Accessible Customer Service within 14 days of being hired.

**Training includes:**

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the pet parent service standard
- PetSmart's policy on providing accessible pet parent service
- 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
- How to use assistive devices or equipment provided by PetSmart that may help people with disabilities to access PetSmart's services.
- What to do if a person with a disability is having difficulty in accessing PetSmart's goods and services.

Associates will also be trained when changes are made to our accessible pet parent service plan.

PetSmart maintains records of the required training.

**Feedback process:**

Pet parents who wish to provide feedback on the way PetSmart provides goods and services to people with disabilities can provide feedback in the following ways:

- Call 1-888-839-9638
- On line at <http://petsmart.ca/help>

- or via mail at 19601 N. 27<sup>th</sup> Avenue, Phoenix, AZ 85027

Complaints are logged into our system and worked by our customer service team. The customer service team will forward feedback or complaints to the store, the district manager, Human Resources, Loss Prevention or other departments as required.

Pet parents can expect to hear back within 3 to 5 days.