

1.1.1 Accessibility for Ontarians with Disabilities Act (AODA)

Date Issued: Sept. 2019

Date Revised: Sept. 2020

Approved by: C.Pizzata

Summary

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA), sets a goal of an accessible Ontario by 2025. Ontario has introduced new Accessibility Standards for Customer Service (The Standard), the first accessibility standard created under the authority of the AODA.

Continental Currency Exchange is committed to providing services in a manner that respects the dignity and independence of persons with disabilities.

At CCE, we are committed to ensuring that we provide a safe, welcoming barrier-free and accessible environment for our employees, members, prospects, suppliers, job applicants, visitors and other stakeholders who enter onto our premise, do business with us, access our website or communicate with us. This applies in relation to employment with Company, and with respect to areas such as customer service, the built environment, information and communication, and transportation. With approximately 15% of the population having some type of disability, accommodating employees and customers with disabilities not only makes good business sense and is the right thing to do.

As an organization, we are responsible for ensuring that our employees, as well as our facilities, policies, business practices and systems comply with the governing legislation and relevant best practices with regard to the accessibility for individuals with disabilities in a way that promotes their dignity and independence. To that end, we have implemented policies and training programs for employees which address specific issues. These programs are tailored to particular groups of managers and employees. The document below outlines the various accessibility policies CCE has put in place.

1.1.1 Accessibility for Ontarians with Disabilities Act (AODA)

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1. Providing goods, services or facilities to people with disabilities

Continental Currency Exchange is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Continental Currency Exchange understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Continental Currency Exchange is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Continental Currency Exchange is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

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2. Assistive devices

Continental Currency Exchange is an inclusive environment people with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff are trained annually and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

Annually every employee of CCE goes through *Accessibility for Ontarians with Disabilities Act training*. *The training consists of an online course and examination.*

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3. Communication

We will communicate with people with disabilities in ways that take into account their disability. This may include the following:

- Signs
- Brochures / menus / programs
- Website, video tutorials, and social media
- Advertisements
- Text: via live chat or email
- Verbal: phone/ contact center, access to branch managers and mobile representatives.

We will work with the person with a disability to determine what method of communication works for them.

4. Service animals

Continental Currency Exchange welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. On all main entrances of all CCE locations we notify the public that service animals are welcome with “service animals welcome” signs.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

1.1.1 Accessibility for Ontarians with Disabilities Act (AODA)

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If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- Discuss with the customer another way of providing goods, services or facilities.

5. 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.

In certain cases, Continental Currency Exchange might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, Continental Currency Exchange will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

6. Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Continental Currency Exchange will notify customers 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.

The notice will be made publicly available in the following ways:

- Website: main page “service disruptions ” link
- Social Media: Facebook, Instagram & LinkedIn
- Phone: voicemail of the location and branch representatives will be notified.
- Head Office reception will be notified of any service disruptions
- Posted Notice/ signs: a disruption notice will be posted on the entrance of the Branch.

7. Training

Continental Currency Exchange will provide accessible customer service training to:

1.1.1 Accessibility for Ontarians with Disabilities Act (AODA)

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- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service within 3 months after being hired and complete the AODA training on an annual basis. Training is provided through an online course with a comprehensive examination.

Staff will also be trained when changes are made to our accessible customer service policies.

8. Feedback process

CCE welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

- Customers will be notified of how to provide feedback in the following ways:
- Website: comments to CEO
- Via phone: Branch or Human Resources Department
- In Person: Branch Manager
- Email: Human Resources Department

Customers who wish to provide feedback on the ways CCE provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- Website: comments to CEO
- Via phone: Branch or Human Resources Department
- In Person: Branch Manager
- Email: Human Resources Department

All feedback, including complaints, will be handled by the Human Resources department. Customers can expect a response within 24 hours.

CCE will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

9. Notice of availability of documents

CCE will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

Website: Continental Currency Exchange.ca

The CCE website features an AODA accessibilities policy tab. The policies listed above are

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posted and updated according to legislative changes. The AODA tab also features a hyperlink to the CCE Accessibility Statement and AODA policy.

Employee Handbook/HR Policies:

The policy set out above will be included in CCE’s employee handbook and HR policy manual, which is reviewed annually by all employees.

CCE will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.