



Subject: AODA Policy
Scope: All Associates
Revision Date: March 2020
Policy Owner: Human Resources

Statement of organizational commitment

H&R Block Canada is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner.

We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

Training

We are committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

We will train our Employees and Volunteers on accessibility as it relates to their specific roles.

Procurement

We will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities.

Information and communications

We will communicate 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 formats or with communication supports.

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

Employment

We will notify Employees, potential hires and the public that accommodations can be made during recruitment and hiring.



We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Design of Public Spaces

We will meet accessibility laws when building or making major changes to public spaces.

We will put procedures in place to prevent service disruptions to our accessible parts of our public spaces.

Changes to existing policies

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