

## **1.0 Purpose**

This Policy affirms Cash 4 You's commitment to providing goods, services and facilities to persons with disabilities in a way that respects their dignity, independence, and rights of equal opportunity and access.

## **2.0 Definitions**

*"Persons with disabilities"* – refers to any person with a disability as defined under Canadian human rights legislation (e.g. person with a visual impairment, person with a hearing impairment, etc.).

## **3.0 Cash 4 You's Commitment**

- 3.1 Cash 4 You colleagues must communicate with persons with disabilities in ways that take the person's disability into account.
- 3.2 Persons with disabilities are permitted to use their own assistive devices to obtain, use or benefit from Cash 4 You's goods and/or services. It is the responsibility of the person to ensure that his or her assistive device is operated in a safe and controlled manner at all times.
- 3.3 Cash 4 You colleagues must permit persons accompanied by a service animal to enter Cash 4 You premises with the animal and to keep the animal with him or her, except in those areas in which the animal is excluded by law. When an animal is excluded from an area by law, other reasonable arrangements must be explored with the person with the disability to allow the person to access the goods or services in that area.
- 3.4 Where a person is accompanied by a support person, Cash 4 You colleagues must work with both the person with a disability and the support person to ensure equal access to goods and services.
- 3.5 Cash 4 You must provide notice to the public of any disruptions to facilities or services usually used by persons with disabilities, including information about the reason for and expected length of the disruption and a description of any alternative facilities or services that are available.

## **4.0 Colleague Awareness & Education**

Cash 4 You ensures training is provided to all colleagues, volunteers, persons who provide goods, services or facilities on the Company's behalf, and those who are involved in the development of Cash 4 You's customer service policies, procedures and practices.

Training includes:

- A review of Cash 4 You's Customer Service Accessibility Policy and related practices;
- The purpose of standards regarding accessibility set by provincial legislation and related requirements;
- How to interact and communicate with persons with disabilities;
- How to support persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use assistive devices that may be available to assist persons with a disability; and
- What to do if a person with a disability is having difficulty accessing Cash 4 You premises, goods, and/or services.

Training is provided to all colleagues before or as soon as possible after the colleague commences employment, and whenever Cash 4 You alters its policies or practices regarding accessible customer service.

### **5.0 Feedback Process**

Cash 4 You welcomes feedback about how it provides goods or services to persons with disabilities.

Members of the public may provide feedback in the manner deemed most convenient to them, including in-person, by telephone, in writing, or by email or other electronic format.

Cash 4 You must acknowledge all feedback received and advise the person providing feedback of any actions taken by Cash 4 You in response to the feedback.

### **6.0 Availability of Documents**

This Policy and Cash 4 You's related practices and protocols will be made available to any member of the public upon request. The process by which a person may obtain these documents is posted on Cash 4 You's website and in a conspicuous area in all Cash 4 You premises in which this Policy applies. When providing a document to a person with a disability, Cash 4 You will do so in a format that is accessible to the person.