



AODA Integrated Accessibility Standards Information, Communications & Employment

Applies to: Employees

Last Updated: January 2026

Stitch It believes in integration, equal opportunity and is committed to treating all people in a way that allows them to maintain their dignity and independence. We're committed to making every reasonable effort to meet the needs of persons with disabilities in a timely manner, provided the accommodations don't cause Stitch It Undue Hardship. This means identifying, removing and preventing barriers to accessibility and meeting accessibility standards in accordance with the Accessibility for Ontarians with Disabilities Act (AODA).

These standards were developed to identify, remove, and prevent barriers and increase accessibility for persons with disabilities in the areas of information and communications, and employment as outlined in the Regulation 191/11, Integrated Accessibility Standards ("Regulation") under the Accessibility for Ontarians with Disabilities Act, 2005.

Accessibility Plan

Stitch It will create, implement, and maintain a plan outlining how we'll identify, remove and prevent barriers, and increase accessibility for people with disabilities. This plan will be posted on our website and will be reviewed every 5 years in consultation with people with disabilities.

When requested to do so, Stitch It will make the plan available in a format that's accessible to people with disabilities.

Training

Stitch It will provide you with general training on the requirements of the accessibility standards referred to in the Regulation and in the Human Rights Code, as it pertains to people with disabilities.

Additional training specific to the responsibilities of individual employees, particularly those who develop policies, and those who provide goods and services to others, will be provided.

Records relating to training dates and attendees will be kept as training is provided.

Information & Communications Standards

This section defines the applicable processes Stitch It must follow to create, provide, and receive information and communications in ways that are accessible to people with disabilities.

Website

Stitch It's website and content conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA, except where this requirement is impracticable.



Accessible Formats & Communication Supports

Upon request, Stitch It will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. The accommodation will take into account the individual's accessibility needs due to disability and the person will be consulted to determine the suitability of an accessible format or communication support.

Stitch It website will include notification of availability of accessible formats and communication supports.

Employment Standards

This section applies to paid employees.

The Integrated Accessibility Standards Regulation (ISAR) Employment Standard requires us to have processes in place to determine an employee's accommodation needs. It addresses key processes in the life cycle of a job including recruitment through return to work.

Individualized Emergency Response Information

- Stitch It will create and make available individualized workplace emergency response information to employees who have a disability if:
- The disability makes the individualized information necessary.
- Stitch It is aware of the need for accommodation due to the employee's disability.
- This individualized information will be provided as soon as feasible after Stitch It becomes aware of the need for accommodation.
- With the employee's consent, the information will be made available to the Staff Member assigned to provide assistance to the employee in the event of an emergency.

Recruitment

Stitch It will notify Staff and the public about the availability of accommodation for job applicants with disabilities in its recruitment process, including its job postings and job postings section of its career web pages.

Selection Process

Stitch It will notify job applicants that accommodations are available, upon request, in relation to the materials or processes to be used when they're selected to participate in an assessment or selection process.

If a selected job applicants requests an accommodation due to disability, Stitch It will consult with them and provide, or arrange for an appropriate accommodation that takes into account their accessibility needs.



Successful Job Applicants

Stitch It will notify the successful job applicants of its processes for accommodating employees with disabilities when making offers of employment.

Communication

Staff and new hires will be made aware of processes used to support employees with disabilities.

Accessible Formats & Communication Supports for Employees

When requested by an employee with a disability, Stitch It will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform their job, and information that is generally available to other employees.

Stitch It will consult with the employee making the request to determine the appropriateness of an accessible format or communication support.

Individual Accommodation Plans

Stitch It will create a written process for the development of a documented individual accommodation plan for an employee with disabilities.

If requested, information regarding accessible formats and communications support provided will also be included in the individual accommodation plans.

The plans will also include individualized Workplace emergency response information (where required) and will identify any other accommodation to be provided.

Return to Work & Redeployment

Stitch It will create a documented return to work process for individuals who have been away from work due to a disability and who require disability-related accommodations in order to return to work.

The return-to-work process will outline the steps Stitch It will take to facilitate the employee's return to work and use documented individual accommodation plans.

Employee Counselling, Feedback, & Communication

Managers will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using performance management tools, providing career development and advancement, or when redeploying employees.



AODA — Accessible Customer Service Standards

Applies to: Employees who deal with the public

Last Updated: January 2026

This Policy covers the accessibility standard for customer service.

Stitch It is committed to excellence in serving all customers including people with disabilities.

We also support the goal of the government to make Ontario barrier-free by 2025 and its implementation of accessibility standards for persons with disabilities, as detailed in the Accessibility for Ontarians with Disabilities Act (AODA).

The accessibility standard is a set of guidelines that Stitch It and Staff must follow to identify, remove, and prevent barriers for customers with disabilities.

Guiding Principles

- **Dignity and Independence:** Our goods or services must be provided in a manner that respects the dignity and independence of people with disabilities.
- **Integration:** The provision of goods or services to people with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from our goods or services.
- **Equal Opportunity:** Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from our goods or services.

PROCEDURE & GUIDELINES

To support this Policy's guiding principles and requirements, Stitch It has developed procedures and guidelines in the following areas:

- Provision of goods and services to persons with disabilities
- Communication with persons with disabilities



- Assistive devices
- Support persons and service animals
- Disruptions in services
- Training
- Customer Feedback.

Provisions of Goods & Services

Stitch It will make every reasonable effort to accommodate persons with disabilities following this Policy's guiding principles.

Communication

- Stitch It will consider a person's disability when communicating with them, with the end goal being to communicate in an effective way. Where possible and helpful, Staff will ask persons with disabilities directly how best to communicate with them.
- Large print for those who have limited vision.
- Braille that may be used by those who are blind or deaf-blind.
- Videos that may be helpful to those with certain learning disabilities.
- Easy-to-read, simplified summaries of materials for those with developmental or intellectual disabilities.
- Alternate services or channels of communication, such as offering phone service rather than in-person service, or providing email rather than postal notices.

Assistive Devices

Stitch It will ensure that we're prepared to serve customers with various assistive devices that may be used by persons with disabilities while accessing our goods and/or services, provided the accommodation does not present a safety hazard, in which case Staff will make every reasonable attempt to accommodate all individuals.

- Stitch It allows and welcomes all forms of assistive devices on our premises. This may include for example, the use of walkers or oxygen tanks.

Service Animals

Stitch It allows and welcomes customers with disabilities and their service animals, provided the accommodation does not present a safety hazard or is otherwise excluded by law, in which case Staff will make every reasonable attempt to accommodate all individuals.

Service animals and support persons are permitted to together enter our premises that are open and accessible to third parties or the public, and in all situations where a disabled customer requires the



service animal and support person to access Stitch It goods and services.

If it's not readily apparent that the animal is a service animal, Stitch It may ask the customer with disabilities for a letter from a professional health practitioner confirming that they require the animal for reasons relating to the disability.

It's the customer's responsibility to ensure that their service animal is in control at all times.

Support Persons

- Stitch It allows and welcomes people with disabilities and their support persons.
- Support persons are permitted to enter our premises that are open and accessible to third parties or the public, and in all situations where a disabled customer requires the support person to access Stitch It goods and services.
- Stitch It may require a customer with a disability to be accompanied by a Support Person where it's necessary to protect the health and safety of everyone on the premises.
- Before making a decision to require a support person, Staff will:
 - Consult with the person with a disability to understand their needs.
 - Consider health or safety reasons based on the available evidence.
 - Determine if there's any other reasonable way to protect the health or safety of the person or others on the premises.
- A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Disruption of Services

- Stitch It provides the following facilities or services that are crucial to some persons with disabilities to enable them to use or benefit from our goods or services:
 - Service of elevator or escalator
 - Facility to accessible washrooms
- Persons with disabilities often go to a lot of trouble to visit our premises or access our goods or services, such as booking accessible transit or other arrangements that require additional effort and planning.

As such, if Stitch It encounters any disruption to our facilities and services that are in place for persons with disabilities or if our premises can't be opened to the public for some reason, Stitch It will ensure the following:



- We provide notice of the disruption to the public.
- The notice of disruption will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.
- As soon as we're aware of an interruption, a notice will be posted in a conspicuous place on our premises.

Training

- Stitch It will ensure that Everyone receives training about the provision of our goods or services to persons with disabilities, including the following Staff:
- Every person who deals with members of the public or other third parties on behalf of Stitch It, whether the person does so as an employee, agent, volunteer, or otherwise.
- Every person who participates in developing Stitch It's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.
- The training will include a review of the purposes of the Accessibility for Ontarians with Disabilities Act (AODA), and the requirements of this regulation and instruction about the following matters:
- How to interact and communicate with persons with various types of disability
- How to interact with persons with disabilities who use an assistive device, or require the assistance of a service animal or the assistance of a support person
- How to use equipment or devices that may be available on our premises, and that may help with the provision of goods or services to a person with a disability
- What to do if a person with a particular type of disability is having difficulty accessing our goods or services
- The training will be provided to each person as soon as practicable after they're assigned the relevant duties.
- Training will also be provided on an on-going basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.
- Stitch It will prepare a document describing its training guidelines; the document must include a summary of the contents of the training and details of when the training is to be provided.
- Stitch It will keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it's provided.



Customer Feedback

- Customers who wish to provide feedback regarding the way Stitch It provides goods and/or services to customers with disabilities can contact us either in person, via email, phone, mail, etc.
- The feedback process will be provided or arranged in such a way to accommodate accessible formats and communication supports, upon request.
- A customer may request for Staff to complete and submit the feedback form on their behalf.
- All feedback will be directed to the Director of Operations receiving feedback.
- Customers can expect to hear back from Stitch It within 10 days, and specify the actions required to take if a complaint is received.

Notice of Availability of Documents & Document Formats

- Stitch It ensures that persons to whom we provide goods or services are aware that our Policy and plan documents required by the Accessibility for Ontarians with Disabilities Act (OADA) are available upon request.
- The notice will be provided by posting the information in a conspicuous place as follows:
- On Stitch It website www.stitchit.com
- If a customer with a disability requests our plan, Staff will provide the information in a format that takes into account the person's disability. Staff will work with customers to find a format that's accessible for them and will be provided in a format agreed to by all parties. For example, Staff may direct our customer to our accessible website or read the content of the document to them aloud.

A handwritten signature in black ink that reads "Miriam Campo".

Approved by: Miriam Campo
Effective: January 2026
Review Date: January 2027