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BOOMCO DÉCOR INC. ACCESSIBILITY POLICY

PUBLISH DATE	DECEMBER 15, 2024
POLICY CREATED FOR	ALL BOOMCO DEOCR INC. EMPLOYEES, CONTRACTORS, CUSTOMERS, AND MEMBERS OF THE GENERAL PUBLIC
POLICY CREATED BY	DIRECTOR OF HUMAN RESOURCES & ADMINISTRATIVE SERVICES
ANNUAL REVIEW DATE	JANUARY 1 ST
POLICY REVIEW DATE	JANUARY 5 TH , 2027

MESSAGE FROM THE PRESIDENT

At Boomco Décor Inc. o/a La-Z-Boy of Southern Ontario, we are committed to fostering an inclusive environment where every individual feels valued, respected, and empowered to thrive. The Accessibility for Ontarians with Disabilities Act (AODA), 2005 reflects a vital step toward building a society that is equitable and accessible to all.

Accessibility is more than a legal obligation for us—it's a reflection of our core values. We recognize that barriers, whether physical, technological, or unconscious bias, prevent many individuals from fully participating in society. As part of our ongoing commitment to inclusion, this policy outlines how we will identify, remove, and prevent such barriers in our workplace and services.

We are dedicated to ensuring that our employees, customers, and partners with disabilities have the support and resources they need to succeed. By adhering to the AODA standards, we affirm our pledge to accessibility in every aspect of our business, from recruitment to customer service, and beyond.

This policy serves as a guide for our collective responsibility. I encourage every member of our team to embrace it, actively participate in its implementation, and help us create a workplace and community that is accessible for all.

Together, we can lead by example and contribute to a more inclusive Ontario. Thank you for your commitment to this important initiative.

To uphold our commitment to accessibility, the Company has designated the Director of Human Resources as the primary point of contact for facilitating and addressing any questions or concerns related to this Policy. The Director will also provide guidance and support to employees of Boomco Décor Inc. to ensure compliance and promote understanding of accessibility standards.

Thank You

Gregory Hogeboom

Gregory Hogeboom
President



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PURPOSE

In Compliance with the Accessibility for Ontarians with Disabilities Act, 2005, the purpose of this Policy is to outline the responsibilities of staff employees by Boomco Décor Inc. o/a La-Z-Boy of Southern Ontario (the “Company”) when providing goods, services, and opportunities to those with disabilities.

The Company is committed to a high standard of excellence when dealing with all members of the general public. The Company believes in the fair and ethical treatment of all individuals including those with disabilities and are committed to meeting the needs of any individual with a disability. The Company is committed to removing barriers and providing an accessible shopping experience whether it be in store or from their home.

SCOPE

This policy applied to all staff, and independent contractors employed or hired by Boomco Décor Inc. o/a La-Z-Boy of Southern Ontario.

DEFINITIONS

1. **“Accessibility”**
 - The degree to which products, services, environments, or facilities are available to be used by all individuals, including those with disabilities.
2. **“Barrier”**
 - Anything that prevents a person with a disability from fully participating in society due to physical, architectural, informational, communicational, attitudinal, technological, or policy/practice-based obstacles.
3. **“Disability”**
 - As defined by the Ontario Human Rights Code, includes:
 - Any degree of physical disability, infirmity, malformation, or disfigurement.
 - A condition of mental impairment or developmental disability.
 - A learning disability or a dysfunction in one or more processes involved in understanding or using symbols or spoken language.
 - A mental disorder.
 - An injury or disability for which benefits were claimed under the Workplace Safety and Insurance Act.
4. **“Service Animal”**
 - An animal used by a person for reasons relating to a disability that is readily identifiable as such through visual indicators, such as a vest or harness, or for which the person provides documentation from a regulated health professional authorized under the IASR confirming that the animal is required for reasons relating to a disability.
5. **“Support Person”**
 - An individual who assists a person with a disability with communication, mobility, personal care, or access to goods, services, or facilities.
6. **“Assistive Devices”**
 - Devices or equipment used to assist individuals with disabilities in carrying out activities or accessing services. Examples include wheelchairs, screen readers, hearing aids, or communication boards.



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7. “Accessible Formats”

- Formats that make information and communication accessible to people with disabilities, including large print, braille, audio, and electronic formats.

8. “Communication Supports”

- Supports that facilitate effective communication for people with disabilities, such as sign language interpreters, captioning, or alternative/augmentative communication methods.

9. “Customer Service Standard”

- A standard under the AODA outlining requirements for organizations to provide accessible services to customers with disabilities.

10. “Employment Standard”

- A standard under the AODA focusing on recruitment, retention, and workplace accommodations for employees with disabilities.

11. “Integrated Accessibility Standards Regulation (IASR)”

- A regulation under the AODA that establishes accessibility standards in information and communication, employment, transportation, and design of public spaces.

12. “Undue Hardship”

- A legal standard referring to the significant difficulty or expense an organization may face in accommodating a person with a disability, as determined by the Ontario Human Rights Code.

13. “Accessible Customer Service”

- Practices, policies, and procedures that ensure individuals with disabilities receive goods and services in a manner that respects their dignity and independence.

14. “Multi-Year Accessibility Plan”

- A strategy outlining how an organization will meet its accessibility obligations under the AODA within a specified time frame.

MULTI-YEAR ACCESSIBILITY PLAN

In Compliance with the Accessibility for Ontarians with Disabilities Act, 2005, the Company has developed a multi-year accessibility plan which is available on our website “ <https://thecomfortablehouse.ca/>”; and upon request.

PROCEDURAL DETAILS

Communications, Accessible Formats and Communication Supports

Boomco Décor Inc. o/a La-Z-Boy of Southern Ontario is committed to communicating with persons with disabilities in a manner that takes their disability into account. Information and communications about the Company’s goods, services and facilities are available in accessible formats and with communication supports upon request.

The Company will consult with the person making the request to determine a suitable accessible format or communication support. The Company will provide or arrange for these in a timely manner that takes the person’s accessibility needs due to disability into account, at no additional cost.

To request an accessible format or communication support, please speak with staff or management at any Company location, call 905-569-1961 ext. 0705, or email customer.care@lzbdecor.com.



The Company will notify the public of the availability of accessible formats and communication supports through its website and notices at its locations.

Use of Assistive Devices

The Company supports the use of assistive devices by individuals with disabilities to access its goods and services. Staff will be trained and knowledgeable about assistive devices available on-site or otherwise provided to individuals with disabilities.

Use of Service Animals

Persons with disabilities may enter the Company's premises with a guide dog or other service animal and keep the animal with them in areas open to the public, unless the animal is otherwise excluded by law.

A service animal may be identified through visual indicators, such as a vest or harness, indicating that the animal is used for reasons relating to a disability. Where this is not readily identifiable, the Company may request documentation from a regulated health professional authorized under the IASR confirming that the person requires the animal for reasons relating to a disability. A service-animal identification card or training certificate is not required.

If a service animal is excluded by law, the Company will arrange alternative measures to enable the person to obtain, use or benefit from its goods, services and facilities.

Where another person has a disability-related need affected by the presence of a service animal, such as a severe allergy, the Company will work with those involved to accommodate their respective needs.

Use of Support Persons

Persons with disabilities may enter areas of the Company's premises open to the public together with their support person. The Company will ensure that the person with a disability is not prevented from accessing their support person while on the premises.

Where confidential information will be discussed, the Company will obtain the individual's consent before discussing that information in the support person's presence.

The Company may require a person with a disability to be accompanied by a support person only after consulting with the individual and considering the available evidence, and only where a support person is necessary to protect the health or safety of the individual or others on the premises and there is no other reasonable way to protect their health or safety.

Where admission fees apply, the Company will provide advance notice of any fee payable for a support person. If the Company requires a support person to accompany an individual for health or safety reasons, the Company will waive any admission or attendance fee for the support person.



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Notice of Temporary Service Disruptions

In the event of a planned or unexpected disruption to services or facilities usually used by individuals with disabilities, the Company will notify affected individuals promptly. The notice will include information about the reason for the disruption, its expected duration, and any available alternative facilities or services (*Appendix "B"*).

Notices will be prominently displayed on the premises and communicated in accessible formats upon request.

There may be instances of service disruptions in which advanced notice could not be provided. In these instances, the Company will commit to provide notice as quickly as possible with the abovementioned methods.

Training

The Company will provide training to all employees, volunteers, and third parties who interact with the public on behalf of the Company. Training will also be provided to those involved in developing and implementing policies related to the provision of goods and services.

Training Content:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the accessibility standards.
- How to interact and communicate with people with various types of disabilities.
- How to interact with individuals who use assistive devices or require the assistance of a service animal or support person.
- How to use any equipment or devices available on-site to assist people with disabilities.
- What to do if an individual with a disability is having difficulty accessing the Company's goods and services.

Training will be updated regularly and provided to all new employees as part of their onboarding process. Records of training, including dates and the number of individuals trained, will be maintained.

Feedback Process

The Company welcomes feedback on the accessibility of its goods, services and facilities, including the accessibility of its feedback process.

Customers, employees and members of the public may provide feedback:

- In person, by speaking with staff or management;
- By telephone, at 905-569-1961 ext. 0705;
- By email, at customer.care@lzbdecor.com;
- In writing, at the mailing address below; or
- By completing the Customer Feedback Form (Appendix "A").

Individuals who provide feedback and their contact information will receive an acknowledgement within five (5) business days. Where concerns or complaints require further review, the Company will communicate the next steps and any resulting actions, as appropriate. Complaints will be addressed through the Company's complaint management procedures. The Company will log all feedback received and address concerns promptly.



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Director of Human Resources & Administrative Services	
Phone	905-569-1961 x 0705
Email	customer.care@lzbdecor.com
Address	La-Z-Boy Home Furnishings & Décor 1220 Brant St. #4 Burlington, Ont L7P 1X8

Accessible Feedback and Public Availability

La-Z-Boy of Southern Ontario provides or arranges for accessible formats and communication supports, upon request, to enable persons with disabilities to submit feedback and receive responses. This includes assistance accessing or completing the Customer Feedback Form.

We will consult with the person making the request to determine a suitable accessible format or communication support. These arrangements will be provided in a timely manner that takes the person's accessibility needs due to disability into account, at no additional cost.

To request an accessible format or communication support, please speak with staff or management at any of our locations, call 905-569-1961 ext. 0705, or email customer.care@lzbdecor.com.

This Customer Feedback Process is publicly available on our website and at our locations. Copies are available upon request, including in accessible formats or with communication supports. We notify the public of these options through our website and notices at our locations.

Boomco Décor Inc. Employee Specific policy information

Employment Accessibility Standard

The Employment Accessibility Standard applies only to the employment of individuals and not to the engagement of volunteers or other non-paid individuals. This section of the policy will, therefore, pertain only to Boomco Décor Inc. o/a La-Z-Boy of Southern Ontario employees.

To comply with the Employment Accessibility Standard, the Company will commit to:

1. Incorporate accessibility practices and supports in the hiring process, and consider the disability of an employee when conducting performance management, career development and advancement, and redeployment programs; and
2. Provide all job information in accessible formats, upon request; and
3. Develop individual accommodation plans, as required; and
4. Develop a documented process for a return-to-work program.

Information about policies, and any updates to policies, regarding supports for employees with disabilities, including information about accommodation, will be provided to all employees (annually) and new hires at onboarding.

Workplace Emergency Response Process

Boomco Décor Inc. o/a La-Z-Boy of Southern Ontario is committed to ensuring the safety of all employees, including those with disabilities, during workplace emergencies. To comply with the Accessibility for Ontarians with Disabilities Act (AODA), the Company will:

1. Develop individualized emergency response plans for employees with disabilities, as required; and
2. Provide the plans in accessible formats upon request and share them with designated individuals involved in the implementation; and
3. Review the plans regularly, especially when the employee's workspace or location changes, or if there are updates to the emergency procedures.; and
4. Offer appropriate training to staff to ensure they understand the individualized plans and can respond effectively during emergencies.

Employees requiring accommodations for emergency response are encouraged to notify the Human Resources Department to ensure a plan is created to meet their needs.

Individual Accommodation Plan

The Company is dedicated to supporting employees with disabilities by developing individualized accommodation plans based on the needs of that individual. The process includes:

1. Initiating a collaborative discussion between the employee and Human Resources to identify accommodation needs; and
2. Documenting the agreed-upon accommodations in a formal plan, outlining specific supports and resources required; and



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3. Reviewing and updating the plan periodically, particularly when there are changes to the employee's needs, role, or workplace conditions; and
4. Ensuring confidentiality and providing the plan in an accessible format upon request; and
5. Involving third-party experts or medical professionals, where necessary, to inform the development of the plan.

Employees are encouraged to communicate their accommodation needs to the Human Resources Department to ensure an effective and supportive workplace environment.

Employee Return to Work Process

The Company is committed to supporting the safe Return to Work for any employee who may or may not require disability-related accommodations. In situations where accessibility and accommodation is necessary, the employee will work with their treating physician; and the Director of Human Resources to create a plan that is supportive for all parties.

The return-to-work process includes, but is not limited to the following:

1. Engaging in open communication with the employee to understand their specific needs and abilities; and
2. Developing a documented return-to-work plan in collaboration with the employee, Human Resources, and medical professionals, if necessary; and
3. Outlining any required accommodations or modifications to duties and ensuring these are implemented effectively; and
4. Providing training or reintegration support as needed to facilitate the employee's transition back to work; and
5. Regularly reviewing and adjusting the return-to-work plan to ensure ongoing effectiveness and alignment with the employee's needs.

Employees are encouraged to notify the Human Resources Department of their readiness to return to work, so the necessary supports and accommodations can be arranged to ensure a successful transition. If a safe return to work is not possible, the employee will be offered alternative duties and modifications to help support their recovery.



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This policy was prepared on the 1st of December, 2024 and submitted for approval on the 12th of December, 2024. The Policy and its related procedures and documents as required under the Accessibility for Ontarians with Disabilities Act (AODA), 2005 has been approved as of December 15th, 2024.

APPROVAL

GREGORY HOGEBOOM	PRESIDENT	12-15-2024, 1-5-2026
ERIN LITTLEJOHNS	DIRECTOR OF HUMAN RESOURCES & ADMINISTRATIVE SERVICE	12-15-2024, 1-5-2026, 1-9-2026

REVISION RECORDS

REVISION #	REVISION DATE	DETAILS	REVISED BY	APPROVED BY
CREATION	12-1-2024	POLICY CREATED	ERIN LITTLEJOHNS	GREGORY HOGEBOOM
REVIEW	1-5-2026	POLICY REVIEW	ERIN LITTLEJOHNS	GREGORY HOGEBOOM
REVIEW	1-9-2026	POLICY REVIEW	ERIN LITTLEJOHNS	GREGORY HOGEBOOM