



Accessibility

People with disabilities represent a significant and growing part of our population. In Ontario alone, about 1.85 million people have disabilities, and this number is estimated to increase substantially over the next 20 years as our population ages. In Ontario, The *Accessibility for Ontarians with Disabilities Act (AODA)* was passed in 2005 with the intention to make Ontario completely accessible by 2025 by identifying, removing and preventing barriers for people with disabilities. HostPapa is committed to ensuring our organization's compliance with accessibility legislation through policies, procedures, equipment requirements, training for employees and best practices. We will review these policies and practices on a regular basis.

Our Policy

Here at HostPapa, we are taking active measures to promote an inclusive environment where we provide our goods and services to persons with disabilities in a way that is consistent with the principles of independence, dignity, integration and equal opportunity.

Training

Training has been provided to all our employees and contractors on our accessibility policies, the AODA, and the use of various assistive devices to ensure that we can meet and exceed the needs of all our customers and business partners. All new employees receive the same training during the first week of employment as part of their orientation.

Assistive Devices

When accessing our goods and services, persons with disabilities may use their own assistive devices. Employees are also trained on the use of TTY, which is available upon request. TTY is a free service that can be accessed through the Bell Relay service at [1-800-855-0511](tel:1-800-855-0511).

Communication

HostPapa posts notices regarding any temporary disruptions in service on our website and social media pages. We will provide this information as soon as possible, and also ensure updates are given as necessary.

Employment

Upon request, HostPapa will ensure, to the extent possible, that accommodation(s) be made available to applicants throughout the recruitment and hiring process. If you have a disability that requires an accommodation to assist you with any aspect of the hiring process, please contact the Accessibility Coordinator listed below for assistance.

Feedback

HostPapa is committed to providing accessible goods and services. We welcome customer service feedback, comments and/or questions on our delivery of accessible services and any suggestions that you may have for improvement.

To request a document (policy, plan, or training programs) in an alternative format such as via telephone, email, TTY, or another requested method, or to offer feedback on our accessible customer service, please contact us using any of the methods below:

Accessibility Coordinator

Phone: 905-315-3455 x552

Bell Relay: [1-800-855-0511](tel:1-800-855-0511)

Email: accessibility@hostpapa.com

Mail: 115 George Street, Suite 511
Oakville, ON
L6J 0A2

All feedback will be reviewed and a reply in the same format as received or requested, will be sent to the person(s) providing the feedback.