



## Multi-year Accessibility Plan

Dollarama L.P. (“Dollarama”) is committed to treating all people in a way that allows them to maintain their dignity and independence. The purpose of the Accessibility Plan is to outline the steps that Dollarama will take to address barriers and improve opportunities for people with disabilities through compliance with the Integrated Accessibility Standards Regulation (the “Integrated Standard”), and by meeting the accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.

### Training

- Dollarama will provide training on the requirements of the Integrated Standard and on the Ontario Human Rights Code as it relates to people with disabilities. Dollarama will take the following steps to ensure that training is provided to all of our employees, volunteers and those persons who develop our policies and provide goods, services or facilities on our behalf by:
  - developing and consolidating training materials that address the requirements of the Integrated Standard on the disability-related regulations obligations under the *Human Rights Code*;
  - reviewing the duties of those individuals that require training, and tailoring the training to be appropriate for such duties;
  - delivering the training via a method that is appropriate for the audience and the needs of Dollarama;
  - keeping a record detailing those employees that were trained and when; and
  - ensuring that new employees are trained as soon as practicable after being hired and when the Dollarama’s accessibility policies change.

### Kiosks

- Dollarama will ensure that our employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks, by considering what accessibility features can be included in the kiosks to best meet the needs of our customers. These considerations will include, but are not limited to the following accessibility features:
  - colour contrast on the display screen;



- extra time for people to complete tasks;
- voice activated equipment;
- height and stability of the kiosk;
- headset jacks with volume controls;
- specialized keypads or keyboards; and
- the physical path to the kiosk and its surroundings.

## **Information and Communication**

Dollarama is committed to meeting the communication needs of people with disabilities.

- Dollarama will ensure that our existing processes for receiving and responding to feedback are accessible to people with disabilities upon request by:
  - providing multiple methods for feedback such as in writing, via email or telephone; and
  - considering and implementing those accessible formats or communication supports required elsewhere in the Integrated Standard.
- Dollarama will ensure that, upon request, we will provide or arrange for the provision of publicly available information that is in respect of our goods, services or facilities in an accessible format and at a cost that is not more than that charged to others by:
  - consulting with the person making the request to determine the most appropriate accessible format or communication support, given the needs of the person, whether the content is convertible and Dollarama's capability;
  - providing the accessible format or communication support in a timely manner and at no additional cost; and
  - notifying the public about the availability of accessible formats and communication supports.
- Dollarama has enacted a process to provide its customers and clients with publicly available emergency procedures, plans or public safety information in an accessible way, as soon as practicable upon request.

Dollarama is committed to meeting the communication needs of people with disabilities, and has updated our websites and content on those sites to conform with WCAG 2.0, Level AA (except for live captions and prerecorded audio descriptions).



## Employment

- Dollarama is committed to fair and accessible employment practices and will:
  - notify the public and our staff that we will accommodate people with disabilities during the recruitment process, either through our website, via a recruiter or the applicable job posting, as applicable;
  - notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be utilized;
  - consult with job applicants who request accommodation to support them through the recruitment, selection and/or assessment process and take into account their needs, so that the accommodations provided are effective; and
  - notify the successful applicant of the Dollarama's policies for accommodating our employees with disabilities.
- Dollarama will inform our employees of the policies used to support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability, by:
  - consulting with our employees with disabilities to determine those accessible formats or communication supports that may be of assistance, and how such accommodation may be provided; and
  - providing the information as soon as practicable after commencement of employment, and updates whenever there is a change to the policies.
- Dollarama provides individualized workplace emergency response information to our employees with disabilities, if the disability is such that the individualized information is necessary and the Company is aware of the need for accommodation.
- Dollarama has developed and put in place a process for the creation of individual accommodation plans for those employees that have been absent from work due to a disability. This process shall be implemented by:
  - considering how employees with disabilities will participate in the development of their accommodation plan and what the plans may include;
  - establishing where the plans will be stored and what steps will be taken to protect the privacy of employee information; and



- determining when and how the individual accommodation plans will be reviewed and updated.
- Dollarama has developed and put in place a documented return to work process for those employees that have been absent from work due to a disability and require disability-related accommodation in order to return to work. This process outlines the steps that the Company will take to facilitate the return to work of the applicable employees and the use of individual documented accommodation plans.
- Dollarama takes into account the accessibility needs of employees with disabilities (as well as their individual accommodation plans) when implementing its performance management process. This is achieved by:
  - reviewing an individual's accommodation plan to understand their needs and determine whether it should be adjusted to improve job performance;
  - providing performance-management related documents in accessible formats; and
  - providing informal and formal coaching and feedback in a manner that takes in account an employee's disability.
- Dollarama will take into account the accessibility needs of its employees with disabilities (as well as their individual accommodation plans) when providing career development, advancement, or redeployment. This may occur through the consideration of what accommodations employees with disabilities may need to succeed elsewhere within our organization, to take on new responsibilities in a current role, or when redeployment has become necessary.

## **Design of Public Spaces**

Dollarama will ensure compliance with accessibility requirements when developing or redeveloping public spaces.

- Dollarama will make off-street parking accessible when building new parking spaces or redeveloping parking spaces, when accessible parking is not already available on the same site, by:
  - including a minimum number of wider spaces for people who use mobility aides;
  - including standard width spaces for people who use mobility assistive devices;
  - including extra space (access aisles) between parking spaces; and
  - clearly marking all accessible spaces with the required signage.
- Dollarama will make service counters and waiting areas accessible when building new service counters or fixed waiting lines, or making major changes to existing service counters or fixed waiting lines by:
  - making at least one service counter accessible to people who use mobility aids, such as wheelchairs by ensuring the counter is low enough to allow the person with a disability to interact with the person providing service;



- making all service counters accessible if the site has a single wait line for all of them;
- providing at least one accessible counter for each of the organization's services (e.g. regular service and self-service lanes);
- clearly identifying all accessible counters with signs;
- ensuring fixed waiting lines (with fixed queuing guides or railings that require customers to line up and follow a set path) are wide enough for people with disabilities to move through easily with their mobility aides;
- ensuring there is enough room for people using mobility aids to navigate around corners where the line changes direction; and
- ensuring that people using canes can find the fixed waiting lines.

Dollarama will maintain the accessible aspects of public spaces and will post notifications of any disruptions or if these areas or items are temporarily unavailable for any reason. All efforts will be made to provide temporary accessible solutions.

### **Going Forward:**

Dollarama will consider accessibility in all aspects of its business and operations and will endeavour to identify and remove accessibility barriers going forward.

### **For More Information:**

For more information on this accessibility policy and plan, please contact the Customer Service Department. Accessible formats of this document are available free upon request.

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