

**Accessibility at Silver Cross Franchising Inc. - Oakville, Toronto East,
St Catharines, Ottawa - Ontario**

Our Commitment: In fulfilling our mission, Savaria Corporation and all its divisions in Ontario strive at all times to provide its goods, services or facilities in a way that respects the dignity and independence of people with disabilities.

We are also committed to giving people with disabilities the same opportunity to access our goods, services or facilities and allowing them to benefit from the same services, in the same place, and in a similar way as other visitors.

Support Persons: Support people are allowed to accompany the person with a disability anywhere the person is going on our premises.

Service Animals: Service animals are allowed anywhere the public is allowed.

Emergency Evacuation Procedures: If you require accommodation in the event of an emergency evacuation, please notify the receptionist or the person you are meeting with.

Accessible Formats and Communications Supports: If you require accessible formats of any of the documents used during your visit, or communication supports please notify the person you are meeting with.

Feedback Process: The ultimate goal of Savaria Corporation and all its divisions in Ontario is to meet and surpass expectations while serving customers with disabilities. Comments on our products, goods, services or facilities regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Savaria Corporation and all its divisions in Ontario provides goods, services or facilities to people with disabilities can be made by email, phone or by mail:

- Email: bhayes@savaria.com (Bruce Hayes – Human Resources Director)
- Phone: (800) 661 – 5112 ext. 2253
- Mail: 2 Walker Drive Brampton, Ontario L6T 5E1
- Customers will be responded to in ten business days
- All information will remain confidential

AODA Policies:

A copy of Savaria Corporation's AODA policies are available upon request. Please notify Human Resources who will be handling all AODA requests and the format in which you would like to receive it.

Questions about This Posting:

This policy seeks to achieve service excellence to persons with disabilities. If anyone has a question about the posting, or its purpose, an explanation or reply will be provided by Human Resources.



Bruce Hayes (Human Resources Director)