

la Vie en Rose

MANITOBA ONLY: ACCESSIBILITY FOR MANITOBANS WITH DISABILITIES

Introduction

Manitoba recognizes the history of discrimination against people with disabilities; therefore, the province has implanted the requirements of the Accessibility for Manitobans Act (the Act), intending to create standards to improve accessibility across the province.

We at La Vie en Rose are responsible for making our stores accessible to all our clients and employees with or without disabilities. This policy outlines our commitment to treating our clients with dignity and respect and making our stores accessible.

Achievements and Plan for Improvements

Employees are trained on the accessibility act and, therefore, know how to provide service to individuals with a disability.

Customer Service

Customer Service is fundamental to la Vie en Rose's business. Our store staff has been trained to provide clients with the best service possible. We have implemented a mystery shopper program in our stores to ensure our standards are regularly met at the store level. The mystery shopper must analyze the service received at the store and report any failures. Reports received are provided to the Regional Sales Manager, and an action plan is created if the report is below our acceptable standards. We will continue to train our staff to serve our clients better.

La Vie en Rose has been committed to ensuring that all clients, whether disabled or not, have access to customer service and provide training to employees on how to aid those who may present a disability. The Accessible Customer Service plan has been created to ensure such service is provided and offers training material for our store employees. Customers who wish to give feedback on the way that la Vie en Rose offers goods and services to people with disabilities can send an email to info@lavieenrose.com or call customer service toll-free at 1-877-328-7673.

Human resources will document the actions it takes to respond to accessibility feedback they receive, and this information will be available on request in a format that meets the communication needs of the individual requesting it.

Complaints will be sent to the Human Resources Department and addressed according to our organization's regular complaint management procedures.

Information and Communication

Communication and marketing material present in stores is made accessible to all clients. Material provided is made to ensure that the information is clear and legible and does not exclude any individual. If a client cannot read the print, the staff is available to provide the required information and is trained to interact with individuals who may present a disability.

Clients may access the store website and find the necessary information and description of the item online with the option of calling or emailing customer service for additional information or if they are faced with a barrier in placing the order.

La Vie en Rose is committed to providing accessible, quality services. Communications in alternate formats will be made available upon request within a reasonable period and in a mutually agreed format. Customers and employees can complete the Alternate Request Form and send it to the Human Resources Department.

Work Environment

La Vie en Rose will ensure that all aspects of the built environment, designed to facilitate barrier-free access to goods or services, are available. If one or more accessibility features are unavailable for use, La Vie en Rose will provide a notice explaining the following:

- The reasons why it is unavailable;
- A time frame for when it will be available;
- The details of an alternate means of access and;
- This notice will be prominently displayed on the premises and the website or by any means which are reasonably practicable considering the circumstances.

Employment

Job applicants have the possibility of applying either in store or online. Our career website accepts applicants throughout the year, and regional sales managers receive applications directly in their inboxes.

La Vie en Rose is committed to communicating with employees on a leave of absence for a disability to ensure a safe return to work in an environment that accommodates them without presenting undue hardship to la Vie en Rose. We provide a follow-up regularly to gather necessary information on their accommodation needs.

Physical Barriers

We enforce a health and safety standard in stores to ensure that physical barriers are minimal. Store cleanliness and safety are top priorities. Store staff apply health and safety standards, such as removing boxes and other physical barriers to keep passageways clear and accessible.

Regional Sales Managers regularly visit stores and ensure the monthly Health and Safety report is completed. The information includes store cleanliness; thus, the staff is responsible for ensuring passageways are clear of any barriers.

Training

La Vie en Rose will train any employee who provides goods or services directly to the public. Training includes:

- Instruction on how to interact and communicate with people who are disabled and face barriers;
- Instruction on how to interact with people who are disabled and face barriers who require the help of a service animal or support person and/or the use of an assistive device;
- The way to use any equipment or assistive devices that la Vie en Rose may have available;
- The process and procedures, including the steps to take if a person with a disability faces a barrier preventing them from accessing a good or service.

All staff must complete their training on the Accessibility Standard for Customer Service as legislated by the government of Manitoba under The Accessibility for Manitobans Act (the Act). The training shall be completed within their probation period.

La Vie en Rose maintains a registry of said training and ensures that individuals have the required material for following the training.

Emergency Response

La Vie en Rose requires employees to inform management if, due to a barrier, they would need assistance to stay safe during an emergency.

An employee may request an individualized accommodation plan from the Human Resources Department. The Human Resources Department will protect the employee's personal and health information with current policies and regulations.

We require that any individualized emergency plans be reviewed if the employee is moved to a different workspace, the employee's workspace is modified, or the general emergency policies of the organization are reviewed and updated.

The employee and the possible accommodations will be assessed on an individual basis. At the employee's request, we will provide them a copy of a plan in an accessible format.

If we request an evaluation of an employee by an independent medical professional or practitioner specializing in workplace accommodations to determine if a reasonable accommodation is required, la Vie en Rose is responsible for the costs associated with it.

Employees may request the assistance of a bargaining agent, a representative of the employee's bargaining agent or a person knowledgeable in workplace accommodations for people disabled by barriers to act on their behalf in developing their individualized accommodation plan.

Upon an employee's request, their individualized accommodation plan will be updated and reviewed earlier than the frequency outlined in the plan.

If an employee's accommodation request is denied, we will provide the employee with written reason(s) for the denial.

La Vie en Rose requires a review of an employee's workplace accommodation(s) if that employee's workspace is modified or relocated, their responsibilities change, or la Vie en Rose becomes aware of any change that may impact the accommodation(s) required by the employee.

Modifications to This or Other Policies

Any policy of la Vie en Rose that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

La Vie en Rose is committed to updating and modifying this policy every two years.