

JUST FOR LAUGHS TORONTO

ACCESSIBILITY POLICY

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1. Purpose / Applicability

Under the *Accessibility for Ontarians with Disabilities Act, 2005*, all public and private sector organizations in the Province of Ontario must meet the requirements of accessibility standards established by regulation. This policy establishes the accessibility policies and related commitments, in accordance with the *Integrated Accessibility Standards* (Ontario Regulation 191/11) for Ontario operations of the Company. The *Accessibility for Ontarians with Disabilities Act, 2005* and its Regulations (including all other standards as may be developed) are collectively referred to hereafter as the AODA.

This Policy applies to all Company Representatives in the Province of Ontario.

2. General Accessibility Policy

Just for Laughs Toronto Festival (the “Company”) is committed to accessibility for persons with disabilities based upon the core principles of dignity, independence, inclusion, integration, responsiveness and equality of opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting the accessibility requirements under the AODA.

2.1 Commitment to Accessible Information and Communications

(i) Accessible Formats and Communication Supports

Upon request, the Company will provide:

- (a) all organizational information and communications made available to the Company’s customers and the public, including this policy;
- (b) any publicly available emergency procedures, plans or public safety information to its customers and the public; and
- (c) access to any processes for receiving and responding to feedback,

in an accessible format or via an accessible communication support.

The Company will consult with the person making the request to determine the suitability of any accessible format or communication support provided. This information and documentation will be provided as soon as is practicable, but specific timeframes may vary depending on the format requested.

(ii) **Feedback Regarding Accessibility**

Company encourages persons with disabilities to provide comments on the services they receive, including feedback regarding the accessibility of those services.

Feedback may be delivered to the Company in person, by telephone, mail, email, or other means available to the person.

Customers may use any of the following feedback channels:

- By telephone, or e-mail; throughout the year:
 - jfltoronto@hahaha.com
 - 514-845-3155
- By mail: in writing or through electronic or audio recording:
 - Just For Laughs Toronto - 2101 St Laurent Blvd, Montreal, Quebec H2X 2T5

All feedback will be reviewed for possible improvement in the Company's services and accessibility to its services. Feedback will be directed to the most appropriate Company employee for resolution, and any complaints will be addressed as soon as possible.

Persons providing feedback can expect an acknowledgment of their feedback to be issued within 5-10 business days. The acknowledgment will indicate when the matter will be addressed, and when the individual will be notified further in the matter. Correspondence with the individual will take into account their accessibility needs and will be provided in accordance with the Company's commitment to accessible information and communication supports, as described above.

2.2 Accessible Employment

The Company has implemented the following practices and procedures to promote the inclusion of applicants for employment and existing employees with disabilities in its workplace.

(i) **Recruitment**

The Company notifies employees and the public about the availability of accommodations for applicants with disabilities during the recruitment process and when job applicants are individually selected to participate in an assessment or selection process.

If a selected applicant requests an accommodation, the Company consults with the applicant and provides or arranges for the provision of a suitable accommodation (including with respect to any materials or processes used in the application process), taking into account the applicant's disability.

When making offers of employment, the Company notifies successful applicants of its policies for accommodating employees with disabilities.

(ii) Employee Notification

The Company informs its employees of its policies used to support its employees with disabilities: (a) to new employees as soon as practicable after they begin their employment; and (b) whenever there is a change to existing policies on the provision of job accommodations that take into account accessibility needs due to a disability.

(iii) Accessible Formats and Communication Supports

Where an employee with a disability requests it, the Company will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for: (a) information that is needed in order to perform the employee's job; and (b) employment information that is generally available to employees in the workplace.

The Company will consult with the employee making the request in determining the suitability of an accessible format or communication support.

(iv) Performance Management, Career Development and Advancement and Redeployment

The Company takes into account the accommodation needs of its employees when: (a) using performance management; (b) providing career development and advancement opportunities; and (c) redeploying employees.

(v) Workplace Emergency Response Information

The Company provides individualized Workplace Emergency Response Information to employees who have a disability if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.

If you are an employee with a temporary or permanent disability, and require assistance in the event of an emergency, please contact Melanie Grenier - VP of HR (megrenier@hahaha.com), so that the Company can provide you with a personalized workplace emergency response plan, with your input and consent.

The Company will review and update, if necessary, the response plan when:

- you change locations;
- your overall accommodation needs and/or accommodation plan are reviewed; or
- when the Company's general emergency policies are reviewed.

If you require assistance in emergency situations, the Company will provide your personalized workplace emergency response plan to a designated person(s), with your consent and in a way that respects your privacy.

2.3 Training Commitment

The Company provides three types of training related to accessibility: accessible customer service training (as further discussed in section 3.6 below); integrated standards accessibility training; and training on the *Human Rights Code* as it relates to individuals with disabilities.

This training will be provided to all Representatives as soon as practicable and generally, within three months of the individual's commencement of duties. Training will also be provided on an ongoing basis when changes are made to these policies, practices and procedures.

The Company will keep a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided.

3. Accessible Customer Service

The Company is committed to providing access to goods and services to its customers in a manner that is consistent with the principles of independence, dignity, integration and equality of opportunity, and that is in compliance with the AODA. To that end, the Company recognizes the importance of:

- Providing integrated access to goods and services for individuals with disabilities;
- Openly communicating and responding to the needs of customers with disabilities in order to provide them with excellent customer service; and
- Complying with the mandatory Customer Service Standard addressed under the AODA.

3.1 Accessible Customer Communications

Company Representatives are required to communicate with customers with disabilities in a manner that takes into account their disabilities. Representatives will consider how a customer's disability may affect the way that the customer expresses, receives or

processes communications and, where possible, they will ask the customer how to best communicate with the individual.

3.2 Assistive Devices

Assistive devices that may be used by individuals with disabilities are welcome on the Company's premises that are open to the public or other third parties. The Company will take steps to ensure that Representatives are familiar with commonly used assistive devices.

3.3 Service Animals

The Company welcomes guide dogs or other animals that serve individuals with disabilities in those areas of the premises that it owns or operates and that are open to customers and will permit the customer to keep the service animal with them, except for those animals that are otherwise excluded by law from the premises. In the event that a service animal is otherwise excluded by law from the premises, the Company will provide the applicable customer with an alternative method of obtaining, using or benefitting from its goods or services.

3.4 Support Persons

The Company welcomes persons who support individuals with disabilities to accompany them onto those parts of its premises that are open to the public or other third parties. The Company will ensure that members of the public and third parties who so require have access to their support persons while on the premises that are owned or operated by the Company. Such support persons need not be paid, professional support workers. They may be volunteers, family members or friends who provide support to the customer.

If an amount is payable for a person's admission to the premises or in connection with a person's presence on the premises, the Company will ensure that notice is given in advance about the amount, if any, payable in respect of the support person.

3.5 Temporary Unavailability of Access to Goods or Services for Customers with Disabilities

In the event that a facility, service or system offered by the Company to customers with disabilities becomes temporarily unavailable, in whole or in part, the Company will provide notice of the disruption, as is reasonable in the circumstances. The notices will be posted in a conspicuous location at the Company or in another reasonable location, in the circumstances and shall:

- Explain the reason for and anticipated length of the disruption; and

- Provide a description of and indicate the location of an alternative facility or service that is accessible to individuals with disabilities, if available.

3.6 Accessible Customer Service Training

All Company Representatives will be:

- Provided with an overview of the AODA and the Customer Service Standard under the Regulations;
- Trained on how to interact, communicate and assist people with disabilities, and in particular, people with assistive devices, and those who require the assistance of a guide dog, service animal or support person;
- Made aware of the policies and procedures created by the Company in accordance with the Customer Service Standard; and
- Trained on how to help a person with a disability who is having difficulty accessing the Company's goods or services.

This training will also be provided on an ongoing basis, as soon as practicable, whenever the Company's policies change with respect to customer service accessibility for individuals with disabilities.

4. Availability of this Policy

A copy of this policy will be posted on www.toronto.hahaha.com

Upon request, the Company will provide or arrange for the provision of this policy, or the information contained in this policy, to the requesting individual in an accessible format or with a communication support in a timely manner that takes into account the person's accessibility needs due to disability and at no cost. In doing so, the Company will consult with the person making the request in determining the suitability of the format or communication support.

Appendix A - Definitions

“Accessible Formats” means any form of large print, clear text, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities in order to conduct business with Company.

“Communication Supports” mean captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications in order to conduct business with Company.

“Disability” as defined in the Ontario *Human Rights Code* means:

- (a) any degree of physical infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog, or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

“Representative” means employees, volunteers, others that provide goods or services on Company’s behalf, and all those who are involved in the development of Company’s policies, practices and procedures.