SWEAT AND TONIC | ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

POLICIES, PRACTICES, AND PROCEDURES

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a provincial act that aims to identify, remove, and prevent barriers for people with disabilities, with respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises.

STATEMENT OF COMMITMENT

Sweat and Tonic is committed to providing an inclusive, accessible, and barrier-free environment for all persons with disabilities in a manner that is considerate of the respect, dignity and independence of individuals with disabilities.

Sweat and Tonic is committed to meeting all of the existing requirements of the Accessibility for Ontarians with Disabilities Act (AODA) along with incorporating our own goals and policies in relation to identifying, removing, and preventing all barriers that exist which may interfere with their ability to interact with Sweat and Tonic. If a barrier to accessing our goods and services cannot be removed, we seek to provide alternate ways to access the goods and services.

Sweat and Tonic is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Sweat and Tonic understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Sweat and Tonic is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

THE PROVISION OF GOODS AND SERVICES TO PERSONS WITH DISABILITIES.

Sweat and Tonic is committed to quality in fulfilling the needs of our customers, including those with disabilities. We devote our commitment to ensuring that our policies, practices, and procedures are considerate of the respect, dignity, independence, and equal opportunity by:

Ensuring guests are treated equally and receive the same quality and value;

- Providing alternative methods when possible to ensure guests with disabilities have access to the same services in a similar manner;
- Allowing guests with disabilities to use our services in their own ways, at their own pace as long as it
 does not provide any safety risks;
- Considering individuals' needs when providing goods and services; and
- Communicating in a manner that takes into the account of the guest's disability

Sweat and Tonic pledges to create an accessible environment to persons with disabilities as demonstrated by the following:

Communications

We offer various methods of communication and will communicate with individuals in ways that consider their disability. We currently offer the following means of accessible communication: In-person at our front desk; via email at hello@sweatandtonic.com; via telephone at 647-372-0225., or by mail to 225 Yonge Street, Toronto, ON M5B 1N8. Our personnel will be trained to use these methods of communication as ways to interact with persons with various types of disabilities.

Information & documentation

Upon request, we will provide information about our organization and its services in accessible formats or with communication supports in a timely manner, taking into account the person's accessibility needs due to disability, and at a cost that is no more than the regular cost charged to other persons. This may include large print, email, etc. We will answer any questions about the content of any written document in person, by telephone, or email. We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services, so long as the device does not present a safety concern. In the case that a guest's assistive device(s) present a safety concern within our facility (i.e. in-studio class), other reasonable measures may be used to ensure guests are able to access to our goods and services.

We will ensure that our employees are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our services. Personnel will also be trained on our on-site assistive devices that may be used by our guests with disabilities while accessing our goods and services. These include elevators, accessible washrooms, automatic doors at our entrance, seating options, and signage.

Use of service animals or support persons

Guests with a disability that is accompanied by a service animal or a support person will be allowed access to Sweat and Tonic's premises that are open to the public unless such animals are excluded by law in which we will explore alternative methods of accommodation.

Virtual offerings

Guests with disabilities that may prevent them from using our facilities may enroll in our virtual live or prerecorded classes that enables them to attend a class in the comfort of their own residence.

Notice of temporary disruption

Sweat and Tonic will provide employees and customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at the front desk and public entrance.

Training of staff

Training will be provided to all employees and volunteers who deal with the public and will be revised if any changes to the legislation or Sweat and Tonic's policy has been made. The training will include how to communicate and interact with people with disabilities, how to utilize on-site assistive devices, how to interact with guide dogs, service animals, and support persons, and our practices, policies, and procedures regarding providing accessible customer service to people with disabilities.

Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation, and notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We will provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability.

Feedback

Sweat & Tonic actively encourages the participation of all employees and guests in our feedback process. Guests have the opportunity to provide feedback on the goods and services provided to persons with disability. Feedback can be communicated in-person at our facility, via email at hello@sweatandtonic.com, via telephone at 647-372-0225, or by mail to 225 Yonge Street, Toronto, ON M5B 1N8.

Notice of availability of documents

Sweat and Tonic notifies the public that documents related to accessible customer service, are available upon request by posting a notice at our front desk and online at sweatandtonic.com. Sweat and Tonic will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Changes to existing policies

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request. A copy of our full accessibility policy can be requested via:

In-person at our front desk or by mail: 225 Yonge Street, Toronto, ON M5B 1N8

Email: hello@sweatandtonic.com

Telephone: 647-372-0225

Last updated: March 2023