

Pet Pal Products Accessibility Plan 2017 - 2021

One of Pet Pal Products Inc. core values is to deal with all people in a respectful and authentic manner. As a Company, we are committed to the principles outlined in the AODA, to treat all people in a manner that allows them to maintain their dignity and independence and to prevent and remove barriers to accessibility for persons with disabilities.

As a Company, we are committed to meeting all of the requirements of the AODA in a timely manner.

Training

Pet Pal Products will provide training to all employees, contractors, agents, volunteers and other staff on the Customer Service Standard, to understand the Integrated Accessibility Standards (IAS) and the Ontario Human Rights Code as applied to persons with disabilities in order to raise awareness, identify and remove barriers in the workplace, and with respect to our obligations related to accommodation.

Pet Pal Products will ensure that all employees receive training as appropriate for their role within the organization and will keep a record of all training completed. New employees will receive training as part of the orientation/onboarding program and all employees will receive updated or refresher training as part of our regular, ongoing training schedule.

Information and Communication

Pet Pal Products Inc. is committed to meeting the communication needs of persons with disabilities. To that end, we will provide communications in alternative formats to persons with disabilities on request and will notify the public about the availability of alternative formats.

Accessible Websites

Pet Pal Products Inc. will ensure that any new Internet or intranet websites and web content on those sites complies with WCAG 2.0 Level AA by January, 2021.

Customer Feedback

Customer feedback is very important to Pet Pal Products Inc. We strive to reach out and to consider all customer feedback to ensure our products meet and exceed customer needs and expectations. We constantly seek input and ideas as part of our commitment to innovation. We will ensure that the customer feedback process is accessible to all persons, will provide alternative options on request and encourage individuals to give us feedback about our accessibility in customer service, employment and for our website.

Feedback can be submitted by completing and submitting a contact request at www.cookiepal.com/contact or; by email at info@cookiepal.com; by telephone at 416-360-8200 or in writing at 2720 Steeles Avenue West, Unit 4, Vaughan, ON, L4K 4N5. We will make every effort to respond to feedback on a timely basis.

Employment

Pet Pal Products Inc. is committed to accessible employment practices. We will make every effort to ensure we provide equal access to potential job applicants, candidates, and employees. This includes offering, on request, accommodation for applicants with disabilities and reasonable accommodation to individuals during the recruitment/interview and hiring process, and to inform applicants and existing employees of policies and procedures for accommodating persons with disabilities in the workplace.

Emergency Information

Pet Pal Products Inc. will provide employees and customers with publicly available emergency information in an accessible format, on request.

We will consult with and develop a personalized emergency plan for any employee with a disability and provide emergency response assistance as appropriate. And, in accordance with the requirements of the IAS, we will provide individualized emergency response information to any employee with a disability in an accessible format.