

## Multi Year Accessibility Plan

Dec 28<sup>th</sup>, 2023

### Statement of Commitment

Neo-Image Candlelight Ltd/Yummi Candles is committed to ensuring equal access and participation for people with disabilities. We are committed to treating and accommodating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

Neo-Image Candlelight Ltd/Yummi Candles is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Neo-Image Candlelight Ltd/Yummi Candles 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.

Neo-Image Candlelight Ltd/Yummi Candles 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 and integration and equality of opportunity for people with disabilities.

### Introduction:

Neo-Image Candlelight Ltd/Yummi Candles strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Neo-Image Candlelight Ltd/Yummi Candles is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

### Strategies and Actions:

*Customer Service:*

Neo-Image Candlelight Ltd/Yummi Candles is committed to providing accessible customer service to people with disabilities. This means that we provide goods, services, and facilities to people with disabilities with the same high quality and timelines as others.

Neo-Image Candlelight Ltd/Yummi Candles will continue our approach in complying with the Customer Service Standard guidelines.

*Information and Communications:*

Neo-Image Candlelight Ltd/Yummi Candles is committed to making our information and communication accessible to people with disabilities.

Neo-Image Candlelight Ltd/Yummi Candles will continue to maintain and update our information and communication to comply with this commitment.

*Employment:*

Neo-Image Candlelight Ltd/Yummi Candles is committed to fair and accessible employment practices.

Neo-Image Candlelight Ltd/Yummi Candles will continue to maintain and update our employment standards to comply with this commitment.

*Training:*

Neo-Image Candlelight Ltd/Yummi Candles is committed to providing training in the requirements of Ontario's accessibility laws and the Human Rights Code as it applies to people with disabilities.

Neo-Image Candlelight Ltd/Yummi Candles will continue to maintain and update our training practices to adhere to the AODA and this commitment.

*Design of Public Spaces:*

Neo-Image Candlelight Ltd/Yummi Candles will meet accessibility laws when building or making major changes to public spaces.

Neo-Image Candlelight Ltd/Yummi Candles will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

*Accessibility Compliance Reports:*

Neo-Image Candlelight Ltd/Yummi Candles will continue to submit all required accessibility compliance reports and retain records.

**For More Information**

For more information on this accessibility plan, please contact:

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Our accessibility plan is posted on our website Yummi Candles at [www.yummicandles.ca](http://www.yummicandles.ca). Standard and accessible formats of this document are free of charge on request from our Human Resources department.