



The Accessibility for Manitobans Act, 2019 (Manitoba Only) Accessibility Policies and Accessibility Plan

Effective Date: 6/1/2022

Revised Date: 03/01/2023

Department: Human Resources

Category: All

Type: Policy Procedure

Scope: US Stores CN Stores PR Stores DCs PHO CHO Asia

Purpose: This accessibility plan outlines the policies and actions that PetSmart has put in place and will maintain to improve opportunities for people with disabilities in Manitoba.

Frequency: NA

Responsible Role: All Manitoba associates and leaders

Resources:

- Accessible Customer Service Plan
 - [Accommodations Policy for Canadian Associates](#)
 - [Associate Privacy Policy](#)
 - [Code of Ethics & Integrity](#)
 - [Open Door Policy](#)
 - [Returning to Work After Injury/Illness Procedure](#)
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Policy

PetSmart is committed to treating all people in a way that allows them to maintain their dignity and independence. In accordance with PetSmart's Ethics and Integrity, PetSmart is committed to promoting equal employment opportunity for all associates and to maintaining a workplace free of harassment, discrimination and retaliation. We believe in integration and equal opportunity. We are committed to meeting the needs of people disabled by barriers in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Manitobans Act*.

Statement of Commitment

PetSmart will notify the public that this Accessibility Policy and Plan is available upon request and will provide these in a format that is accessible for the user within a reasonable timeframe.

PetSmart will also provide each associate with information about its measures, policies and practices in respect of accommodating associates who are temporarily or permanently disabled and any changes made to those measures, policies and practices.

Recruitment

PetSmart is committed to fair and accessible employment practices. We notify the public and associates that, when requested, PetSmart will reasonably accommodate potential applicants who may be disabled and impacted by a barrier in respect of the assessment or selection process. To this end, PetSmart has reviewed its Career Site and Applicant Tracking System to ensure the availability of accommodations is communicated to potential applicants.

When an applicant makes a request for accommodation, PetSmart will consult with the applicant to determine reasonable accommodations and provide, or arrange for the provision of, those reasonable accommodations when carrying out the assessment or selection process.

When offering employment to an applicant, PetSmart will inform the selected applicant of PetSmart's measures, policies and practices for accommodating associates.

Accommodation Plans

PetSmart has put in place an Accommodation Policy and process for developing and documenting individualized accommodation plans for associates who request them. The policy outlines the responsibilities for associates, leaders and Human Resources. PetSmart will review, and update if required, individualized accommodation plans when:

- Set out in the individualized accommodation plan,
- The associate's workspace is modified or relocated,
- The associate's responsibilities are changed,
- PetSmart becomes aware that there are any other changes that impact the accommodation required, or
- Requested by the associate, whichever is earlier.

In addition to the Accommodation Policy, the associate and the possible accommodations will be assessed on an individual basis. The associate may request a person who is knowledgeable in the area of workplace accommodations to assist in the development of the plan on the associate's behalf.

Information and Communications

PetSmart is committed to meeting the communication needs of people with disabilities. On request of an associate, we will consult with the associate to determine their information needs, including the accessible formats or the communication supports needed to be used when providing information to the associate and ensure that those identified accessible formats or communication supports are used when providing information to the associate.

PetSmart informs its associates of its policies used to accommodate associates who are temporarily or permanently disabled. Such information is provided as follows:

- To new associates as soon as practicable after they begin their employment.
- To existing associates whenever there is a change to policies on the provision of job accommodations that take into account an associate's accessibility needs due to a disability.

PetSmart provides accessible formats and communication supports to associates upon request.

PetSmart has ensured that all websites and content available for Manitobans conform with WCAG 2.0, Level AA.

PetSmart will continue to ensure existing feedback processes are accessible to people with disabilities and all publicly available information is made accessible.

PetSmart continuously evaluates its publicly available information to determine how the information can be made accessible, upon request.

Performance Management and Career Development

In accordance with PetSmart's Accommodations Policy for Canadian Associates, PetSmart ensures the accessibility needs of associates with disabilities are taken into account when using performance management, career development and redeployment/reassignment processes and takes steps to prevent and remove accessibility barriers as they are identified. Specifically, PetSmart will ensure that the performance management process and the process for recruiting, selecting, training, promoting or

redeploying an associate takes into account that associates may be temporarily or permanently disabled, an associate's individualized accommodation plan as set out in the Accommodation Policy for Canadian Associates, if any, and that the accommodations provided for a particular associate, if any, may not fully address a barrier that impacted an associate with a disability.

Return to Work

PetSmart's return to work policy, *Returning to Work after Injury/Illness Procedure*, reflects our commitment to providing a safe and healthy working environment for associates who are, or have been, absent from work due to a disability or health condition and require reasonable accommodations to return to work. We will make efforts to modify associates' duties and work schedules based on their functional abilities. Our aim is to increase duties safely to help associates reach their full potential.

Workplace Emergency Response Information

PetSmart will notify all associates of appropriate information and steps to be taken during emergencies to ensure the safety of associates who are temporarily or permanently disabled. PetSmart will provide individualized information specific to an associate's particular disability and the physical nature of their workspace as soon as reasonably practicable after becoming aware that the associate may need assistance in the event of a workplace emergency due to the associate being disabled by a barrier. Associates with disabilities may also use the Open Door Policy to confidentially request an individual emergency plan. Once requested, we will provide associates with individualized emergency response information as appropriate. If an associate who receives workplace emergency response information requires the assistance of another person during an emergency, we will obtain consent from the associate who will assist, and we will provide the necessary information to inform that person how to assist.

The appropriate information will be reviewed each time the associate is moved to a different workspace, the associate's workspace is modified or PetSmart reviews its general emergency response plans and makes changes that would affect the associate's response to an emergency in the workplace.

Privacy

PetSmart protects the privacy and confidentiality of associates' personal information and personal health information in conjunction with the Associate Privacy Policy. We only collect, use and disclose information as required by law, unless otherwise agreed to by the associate.

We also follow the requirements of other privacy legislation, including *The Freedom of Information and Protection of Privacy Act (Manitoba)* and *The Personal Health Information Act (Manitoba)*, if applicable.

Training

PetSmart has provided training to all associates on *The Human Rights Code* and *The Accessibility for Manitobans Act* as it pertains to people who are disabled. PetSmart will ensure that the training remains current at all times.

Training is provided in a way that best suits the duties of associates. The training includes the following:

- A review of the purpose and requirements of the *The Human Rights Code* and *The Accessibility for Manitobans Act*.
- How employment opportunities may be made accessible to persons disabled by barriers.
- How to effectively interact and communicate with people who are disabled by barriers.
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or support person.
- How to use assistive devices or equipment provided by PetSmart that may help people with disabilities access PetSmart's services.
- What to do if a person with a disability is having difficulty in accessing PetSmart's goods and services.

- PetSmart's policies, practices and procedures relating to Accessible Customer Service. Associates will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Training has been provided and will continue to be provided as soon as reasonably practicable and on an ongoing basis as changes are made to PetSmart's policies, procedures and practices governing the provision of services to pet parents with disabilities and to assistive devices or equipment made available by PetSmart.

PetSmart maintains records of the required training. These records include the number of individuals trained and the dates on which training occurred.

Feedback Process

Associates who wish to provide feedback on the way PetSmart provides goods and service to people with disabilities can use the Open Door policy.

Customers who wish to provide feedback on the way PetSmart provides goods and services to people with disabilities can provide feedback in the following ways:

- Call 1-888-839-9638.
- Online at <http://petsmart.ca/help>.
- Or via mail at 19601 N. 27th Avenue, Phoenix, AZ 85027.