



Accessibility Policy

Purpose

2662017 Ontario Limited (o/a Sunrise-Cleaning.com) is committed to providing a welcoming, accessible, and inclusive environment for all customers, employees, contractors, and visitors. We strive to meet the needs of individuals with disabilities in a timely manner and in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR).

2662017 Ontario Limited (o/a Sunrise-Cleaning.com) is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

2662017 Ontario Limited (o/a Sunrise-Cleaning.com) 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.

2662017 Ontario Limited (o/a Sunrise-Cleaning.com) 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.

Scope

This policy applies to all employees, contractors, volunteers, and any individual acting on behalf of 2662017 Ontario Limited (o/a Sunrise-Cleaning.com)

1. Training

All employees, persons who participate in developing the organization's policies and all other persons who provide goods, services, or facilities on behalf of 2662017 Ontario Limited (o/a Sunrise-Cleaning.com) will receive training on:

- a. The purposes of the AODA, requirements of the Customer Service Standards and the Human Rights Code.
- b. Our policies related to the Customer service standards.
- c. How to interact and communicate with persons with various disabilities.
- d. How to interact with individuals who use assistive devices, service animals, or support persons.
- e. What to do if a person with a disability is having difficulty accessing our services.

Training will be provided as soon as practicable after hiring and when changes are made to accessibility policies or procedures.



2. Assistive Devices

People with disabilities may use their own assistive devices when accessing our services. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for

other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

3. Communication

We will communicate with persons with disabilities in ways that consider their individual needs and will provide information in accessible formats upon request. This may include the following:

- Large print
- Electronic documents in accessible formats (e.g., accessible PDF, Word, or plain text).
- Communication by email, telephone, or written correspondence based on individual needs and preferences.
- Additional time for reviewing information or completing forms.
- Clear, plain-language explanations of services, policies, and procedures.
- Use of a support person, interpreter, or other communication assistance arranged by the individual.
- Alternative methods of receiving appointment reminders, service updates, and feedback responses.

We will work with the person with disabilities to determine what method of communication works for them.

4. Service Animals

Persons with disabilities who are accompanied by a service animal are welcome to access our services and any areas of our premises that are open to the public, unless the service animal is excluded by law. Employees are trained to permit service animals and to interact appropriately with individuals who rely on them. If a service animal is prohibited by law in a specific area, we will make reasonable efforts to provide alternative arrangements to ensure the individual can access our services.



5. Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons.

6. Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, we will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time and a description of alternative facilities or services, if available. The notice will be placed on our website.

7. Feedback process

Feedback regarding accessibility may be provided by phone, email, mail, or in person.

Feedback should be directed to:

- a. Contact Name: Alina Burton (owner)
- b. Company Name: Sunrise-Cleaning.com
- c. Phone Number: 905-567-1199
- d. Email Address: support@sunrise-cleaning.com

Customers can expect to hear back within five business days.

Notice of Availability of Accessibility Documents

2662017 Ontario Limited (o/a Sunrise-Cleaning.com) is committed to providing accessible customer service and ensuring that persons with disabilities have equal access to our services, facilities, and information.

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR), our accessibility policies, plans, and other required documents are available to the public upon request. We will provide the accessible format in a timely manner and, at no additional cost.



Information and Communications

2662017 Ontario Limited (o/a Sunrise-Cleaning.com) welcomes feedback and have a process for receiving and responding to it. This process is available in accessible formats upon request.

We communicate with people with disabilities in ways that meet their accessibility needs. Upon request, we will provide information about our services and public safety information in accessible formats or with communication supports in a timely manner and at no additional cost.

We will work with the person making the request to determine the most appropriate accessible format or communication support.

If information cannot be converted into an accessible format, we will explain why and provide a summary of the information whenever possible.

Employment

2662017 Ontario Limited (o/a Sunrise-Cleaning.com) is committed to providing equal employment opportunities for people with disabilities.

We inform job applicants that accommodations are available throughout the recruitment, assessment, and hiring process upon request. We work with applicants to provide suitable accommodations.

Successful applicants are informed of our policies for accommodating employees with disabilities.

Employees are notified that workplace accommodations and supports are available. We will provide updated information whenever our accommodation policies change.

We will work with employees to provide accessible formats, communication supports, and other accommodations needed to perform their jobs and access workplace information.

Where required, we will provide individualized workplace emergency response information to employees with disabilities. With the employee's consent, this information may also be shared with a person designated to assist them during an emergency.



The following statement will be included in all job advertisements:

"Sunrise-Cleaning.com is committed to providing accommodations for persons with disabilities. Accommodations are available upon request throughout the recruitment and selection process."

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.