



**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT
(AODA)
ACCESSIBILITY PLAN**

Prepared with assistance from



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A. PREFACE

In June 2005, the AODA received Royal Assent and became law. This law requires the government to work with the disability community and both the private and public sectors to jointly develop standards of accessibility and for organizations to implement measures to improve opportunities for people with disabilities. Standards are being set in both the public and private sectors to address the full range of disabilities – including physical, sensory, mental health, developmental, and learning.

As identified in IKEA’s AODA Policy (available at www.ikea.ca and upon request):

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), IKEA is committed to improving access and opportunity for individuals with disabilities by identifying, removing, and preventing barriers that may interfere with their ability to make full use of our facilities.

B. OBJECTIVES OF THE PLAN

The following accessibility plan outlines how IKEA will meet the commitment identified above. The plan hopes to achieve the following:

- Consider a person’s disability when communicating with them, whether in-person or remotely (e.g. online)
- Allow assistive devices in the workplace (e.g. wheelchairs, walkers, and oxygen tanks)
- Allow service animals
- Welcome support persons
- Let customers know when accessible services are not available
- Invite customers to provide feedback
- Consider the needs of people with disabilities when providing self-serve kiosks
- Meet the AODA requirements when designing public spaces
- Train co-workers and others who interact with customers on IKEA’s AODA policies and procedures
- Ensure all co-workers, whether with a disability or not, have the same opportunities

C. CUSTOMER SERVICES

As identified in IKEA’s AODA Policy:

*IKEA’s vision is to “Create a better everyday life for the many people”.
IKEA’s ambition is to become the best retailer to work for and shop at,
and our solutions must represent our values, culture, and IKEA
uniqueness and business needs.*

A comprehensive analysis of IKEA's operations has been undertaken to assess the potential barriers to accessibility within our facilities. The following identifies those items of the Accessibility Plan that relate to our customers.

i. Daily customer service activities/tasks

Customer Service Areas may be divided into the following:

- Showroom (2nd floor)
 - Living Rooms
 - Living Rooms Storage
 - Kitchens
 - Dining
 - Workspaces
 - Bedrooms
 - Restrooms
 - Children's IKEA
- Restaurant / Café (2nd floor)
- Market Hall (1st floor)
- Self-Serve (1st floor)
- As-Is (1st floor)
- Bistro (1st floor)
- Check-Out (1st floor)
- Loading Zone (outdoors)

Customer service co-workers work in an environment where respect and the spirit-of-community are core values. IKEA provides customers with the highest possible level of service. A continuous dedication for service, quality, and teamwork in daily customer service activities is necessary in order for IKEA to continue to grow and to be the best home furnishing company.

Within each of the above service areas, the goals of an IKEA co-worker are as follows:

- Share product benefits and information with customers
- Provide visitors with a positive shopping experience by ensuring customer convenience standards in your sales area are met or exceeded
- Ensure merchandise is presented according to IKEA standards and is properly labeled and signed
- Maintain Basic Actions
- Adhere to inventory control procedures
- Use available resources to educate yourself on product features, services and customer selling techniques
- Contribute to an environment where the IKEA Culture is a strong and living reality that embraces the diversity of co-workers and customers
- Assume responsibility for other tasks and projects as they occur

By achieving the above, IKEA co-workers strive to increase sales by utilizing effective selling skills and tools to satisfy customer needs and to strengthen IKEA's position as the best home furnishing store.

ii. Potential Barriers

Potential barriers may be found in the following areas:

- Exterior
- Entrances/Doors
- Restrooms
- Elevators/Stairs
- Assistive Devices
- Access Routes / Pathways
- Seating / Tables
- Amenities
- Sales
- Customer Feedback
- WEB Accessibility
- Kiosks

1. Providing Goods and Services to People with Disabilities

IKEA is committed to serving all customers, including individuals with disabilities, by removing barriers that may arise in the course of doing business as follows:

1.1. Communication

We will communicate with customers with disabilities in ways that take their disability into account. We will train our co-workers on how to interact and communicate with people with various types of disabilities. This will include training co-workers to communicate over the telephone in clear and plain language and to speak clearly and slowly.

For online communications, as of January 1, 2014, IKEA will ensure that any new websites (or significant refreshes) and content on those sites published after January 1, 2012 will conform with WCAG 2.0, Level A. IKEA will also ensure that all of its websites and content conform with WCAG 2.0, Level AA no later than January 1, 2021.

1.2. Assistive Devices

IKEA welcomes customers with disabilities and allows them to use their own personal assistive devices. We ensure that our co-workers are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

IKEA also offers wheelchairs for use when needed. We will keep these items in good working order and will inform our customers of their availability or any disruption of service.

1.3. Accessible Seating

IKEA is committed to providing an exceptional experience for all customers and is pleased to offer accessible seating. These areas are barrier-free and feature sections that can accommodate wheelchairs. It is recommended that customers that require an accessible seat provide advanced notice in order to reserve this section. If this area is unavailable, reasonable efforts will be made to find another accessible seating area.

Accessible seating is indicated by a sticker found in the middle of the table.

1.4. Documentation

All published documents will be made available in hard copy, large print, and email if requested. Our AODA Policy and Accessibility Plan will also be available online at www.ikea.ca.

By January 1, 2016, IKEA will ensure that all publicly available information will be made accessible upon request. In meeting such request, we will work with the requester to understand how to meet their needs as soon as possible. IKEA will also ensure that customers are informed that we will make information available/accessible upon request.

1.5. Support Persons

IKEA welcomes customers with disabilities and their support person. If a customer and their support person come to our establishment, co-workers will do their best to find a location where they can be seated together. The ability to do this will be based on availability and cannot be guaranteed. If they cannot be seated together, we will ensure that the customer can access their support person while in our venue.

Co-workers will be properly trained to identify support persons who may be a paid professional, volunteer, family member, or friend that may accompany a customer in order to help with communication, mobility, personal care, or medical needs or with access to goods and services.

1.6. Service Animals

IKEA welcomes customers with disabilities and their service animals. Service animals may accompany the customer in any areas open to the general public. To ensure the safety of our customers and their service animals, we require that they be seated in an accessible seating area.

Should a service animal be excluded from the premises (by law), then IKEA will ensure that other measures are available to enable the person with the disability to obtain, use, or benefit from the good and/or service.

Section 4(9) of the Accessibility on Customer Service indicates that an animal is a service animal if (1) it is readily apparent that the animal is being used for reasons related to a person's disability; or (2) if the person provides a letter from the doctor or nurse confirming that the animal is required for reasons relating to the disability.

Service animals are welcome in the Restaurant / Dining hall areas.

1.7. Notice of Temporary Disruption

IKEA will provide notice to the public when there is a temporary disruption of facilities or services usually used by customers with disabilities to access our goods and services. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services that may be available. We will post this notice in reasonable places including the front entrance, the customer service entrance, and where possible, at the point of disruption.

When the disruption is planned, advanced notice will be provided.

The notice shall also be posted appropriately on the IKEA website, when appropriate.

These facilities or services may include passenger elevators, family washrooms, accessible stalls in all men's and women's washrooms, and wheelchairs.

Please see attached Appendix B for an example of a Notice of Disruption to be used in the event of a disruption. **[NTD: Attach]**

1.8. Parking

At all of our stores there are accessible parking spaces, at least meeting the minimum number required by zoning requirements, available for customers with disabilities near the stores' main entrances. In order to support those customers visiting our stores with children, we also provide several extra-wide parking spots within close proximity to our main entrances. In addition, we provide barrier free pathways with several curb cut-outs at each of our stores from the parking lot to the entrance.

IKEA will provide notice to the public when there is a temporary disruption of facilities.

1.9. Feedback

IKEA is committed to providing exceptional customer service. We appreciate feedback from our customers on all issues, including related to the way we provide goods and services to people with disabilities. All feedback should be directed to our management team in the method most preferred by the customer.

In person, customers may ask to speak with a manager. To reach us by mail, please send mail to:

IKEA Canada Head Office
1065 Plains Road East
Burlington, ON
L7T 4K1

To send us an email, customers should go to www.ikea.com. Customers should include the date of their visit. If they wish to be contacted about their feedback, customers should provide their name and contact information. We strive to respond to all feedback within 3 business days of receipt.

Located in various locations throughout each IKEA store, are customer feedback stations (computer terminals located against the wall). These are appropriately named HUTI (Help Us to Improve), and provide an additional means for customers to provide feedback of any kind, including with regards to accessibility.

Notices in customer service areas notify customers that their feedback is welcomed and valued to the continual improvement of services. So as to avoid inadvertently excluding people with disabilities from activities or services, an accessible system of providing feedback and complaints will be made available through a range of service channels. Co-workers will accept feedback given in person, verbally or in writing, online, by telephone, TTY, or any other means.

Feedback forms are available upon request.

IKEA will consult with an Accessibility Consultant regarding feedback and complaints, including on improvements to customer service and accessibility.

1.10. Emergency Situations

Co-workers will be familiar with emergency procedures and how to assist customers or co-workers who may require help during an emergency.

Public emergency and safety information is accessible to the public, including individuals with disabilities, upon request.

1.11. Kiosks

IKEA does provide a number of self-service kiosk services to its customers. In evaluating, designing, procuring or acquiring self-service kiosks IKEA will consider the needs of people with disabilities.

1.12. Design of Public Spaces

When building or making major modifications to any of its facilities, IKEA will ensure that accessibility issues are addressed. For IKEA, these areas include sidewalks, ramps, stairs, parking, service counters, queuing lines and waiting areas.

Training will be provided to those within the IKEA Properties function in order that they understand the applicable AODA obligations when designing new IKEA properties or re-

designing existing properties. Further, an identification of AODA obligations will be incorporated into the Properties checklist when preparing for a new building or re-design. While those in charge of Facilities at each of IKEA's properties will provide the required notice of temporary disruption identified above, such individuals will ensure service disruptions are limited.

D. EMPLOYMENT

As identified above, IKEA's ambition is to be the best retailer to work for. IKEA strives to facilitate an environment that reflects the principles of independence, dignity, integration, and equality of opportunity. Our goal is to provide co-workers, including those with disabilities, the same opportunity to benefit from our respectful environment.

2. Providing an Accessible Work Environment

2.1. Recruiting

IKEA ensures that throughout the recruiting process any and all potential applicants who ask are aware of IKEA's policy of facilitating an inclusive and accessible work environment for its co-workers. Wherever possible, a statement regarding IKEA's accommodation of people with disabilities will be included in job postings. In support of this position, IKEA's careers section highlights the organization's values, which includes respect for diversity (including those with disabilities).

2.2. Work Accommodation

IKEA is committed to understanding and adapting, where possible, situations in which a co-worker requires special accommodation owing to a disability, whether permanent or temporary. Working under the framework of IKEA's The Human Resource Idea, each co-worker is valued for their contributions and is empowered to achieve success, which includes removing barriers. Such focus is a constant through all aspects of a co-worker's time at IKEA, including performance management, career development and redeployment.

As with customers, feedback from co-workers is essential in developing an atmosphere in-line with IKEA's values. Co-workers are encouraged to identify any accessibility issues and raise these with their manager so that the appropriate functions can review and take any necessary actions.

2.3. Employee Training

IKEA will provide training to all co-workers and others who deal with our customers, as well as those who are involved in the development of policies, practices, and procedures. Individuals in the following positions will be trained:

- Co-workers – all individuals who work for IKEA and receive wages or salaries

- Full-time Co-workers – co-workers whose terms and conditions of his/her employment guarantees a minimum of 35 scheduled hours/week
- Part-time Co-workers – co-workers whose terms and conditions of his/her employment, do not require them to work more than 35 hours/week on a regular basis
- Seasonal/Temporary Co-workers – co-workers whose service is intended to be of a limited length of duration, which should not exceed 120 worked days, and specific duration (this includes summer students, co-op students, seasonal, contract, other temporary)

This includes co-workers in the showroom, the market hall, the self-serve section, the restaurant/dining hall, the bistro, the check-out sections, the As-Is sections, and the loading zones.

IKEA will also ensure that third parties that interact with the public on behalf of IKEA complete the necessary training. Please see Appendix A (Certificate of Compliance and Indemnity), which is a document to be issued to, and signed by, any third parties providing services to IKEA customers (i.e. snow removal service, shuttle bus service). Such document evidences IKEA's commitment to AODA compliance and helps to ensure that such third parties will also comply with the AODA in providing services to IKEA customers. A signed form is required in order for IKEA to continue doing business with anyone governed by the AODA legislation.

Training will include the core principles of customer service as set out by IKEA which include: dignity, equity, inclusion, independence, integration, sensitivity, and equality

Training will cover the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the applicable standards
- How to interact and communicate with customers and others with various types of disabilities
- How to interact with customers with disabilities that use an assistive device or require the assistance of a service animal or support person
- The location of our assistive devices and the persons who know how to use them
- What to do if a customer with a disability is having difficulty accessing our goods and services
- IKEA's policies, practices, and procedures relating to accessibility
- Those involved in policy development will receive additional training about providing goods or services to the public or third parties

This training will be completed for all co-workers, and will be provided within the new hire training protocol. Ongoing training will be provided with respect to any changes to IKEA's policies, practices, and procedures.

Training programs of varying modules will be implemented which will ensure compliance and meet the needs of co-workers. Records are kept indicating the date and training provided, and the number of individuals to whom it was provided.

E. AUDIT AND FOLLOW-UP

In order to ensure IKEA continues to meet its commitment to providing an accessible environment for its customers, co-workers and contractors, IKEA will conduct periodic audits, both internally through its iMonitor process and using external auditors. Such audits will help to ensure the obligations in this Accessibility Plan are met and that the Accessibility Plan itself continues to meet IKEA's obligations under the AODA.

Whether from customer feedback, audit results, co-worker communications or any other source, where concerns are raised regarding accessibility, the applicable functions within IKEA will undertake a review and take appropriate action to address the concerns.



**APPENDIX A
Certificate of Compliance and Indemnity**

In consideration of IKEA and/or its affiliates continuing to do
 _____ business with
 _____ (the “Provider”) and other good valuable consideration the
 sufficiency of which is hereby acknowledged the Provider agrees as follows:

For the purpose of this Certificate the term “Standards” shall mean the Accessibility Standards for Customer Service, Ontario Regulation 429/07 made pursuant to the Accessibility for Ontarians with Disabilities Act, 2005.

WARRANTY: The Provider hereby represents and warrants that it fully understands the requirements of the Standards and that all persons, including employees, agents and contractors (“Providers Staff”), are fully trained in the obligations imposed by the Standards and that the Provider is in fully and complete compliance with the Standard

TRAINING: The Provider will upon request permit IKEA to review all training and training materials used by the Provider in training the Providers Staff on the obligations under the Standard. In the event that IKEA should determine that any material is inadequate the Provider shall, at its expense, make such changes or provide such further training as IKEA deems fit

INDEMNITY: The Provider shall indemnify and hold harmless IKEA and its Affiliates and their respective shareholders, directors, officers, management personnel, advisors, employees, agents and contractors of and from any and all liabilities, damages, costs (including legal fees on a solicitor and own client basis), fines, penalties, demands, claims, suits, actions and other proceedings of any nature resulting from or arising directly or indirectly with respect to any matter related to the Provider’s compliance with the Standards.

Dated the _____ day of _____, 2011

Signature _____

Print Name: _____

Title: _____



APPENDIX B

NOTICE OF DISRUPTION

Please note that _____ will be temporarily out of service on _____ (date) due to _____. IKEA is currently working on resolving the issue and expects to resume service on _____. As an alternative _____ (elevator to 2nd floor / entrance or exit into the building), please use _____.

IKEA apologizes for any inconvenience this may have caused, and continues to work to provide excellent service for our valued customers.