

The Sampler App Inc.
Multi-Year Accessibility Plan | 2021-2026

| THIS DOCUMENT IS AVAILABLE IN ACCESSIBLE FORMATS UPON REQUEST |

The Sampler App Inc. ("**Sampler**") is committed to ensuring that individuals with disabilities are provided with the same opportunity to access and benefit from Sampler's services as other clients.

As part of its commitment to remove and prevent barriers to accessibility in a manner that respects the dignity and independence of individuals with disabilities, Sampler has created this Multi-Year Accessibility Plan, which outlines how Sampler meets its obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* ("**AODA**"), including the Integrated Accessibility Standards Regulation under AODA (the "**IASR**").

In addition to our Accessibility Policy, This Multi-Year Accessibility Plan is publically available on Sampler's website and is available in accessible format on request. This Plan will be reviewed and updated by Sampler at least once every five (5) years or as otherwise required.

1. Accessible Information and Communications

<i>Commitment</i>	<i>Action</i>
Availability of Accessible Documents	<p>Upon request, Sampler will provide accessible formats and communications support for persons with disabilities in a timely manner and at no additional cost.</p> <p>Sampler will consult with the person making the request to ensure the format suits the person's disabilities.</p>
Emergency Plans & Safety Information	<p>Sampler ensures that any of its publically available emergency procedures, plans or public safety information is available on request in an accessible format.</p>
Accessible Websites and Content	<p>Sampler has taken the necessary steps to ensure that its Ontario internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A and Level AA (except for the exclusions set out in the IASR) as required by the AODA.</p>

2. Accessible Customer Service

Commitment	Action
Feedback Process	Sampler has in place an accessible feedback process for receiving and responding to feedback about how Sampler provides services to individuals with disabilities.
Training	<p>Sampler ensures that all employees, volunteers and all individuals who provide services to the public on Sampler's behalf or participate in developing its policies, receive training on the requirements under the AODA and the IASR, and on the <i>Human Rights Code</i> (Ontario) as it pertains to persons with disabilities.</p> <p>Sampler maintains a record of such training, including the date of completion and number of employees to whom it was provided. In the case of modifications to the policy, re-training will occur.</p>
Self-service kiosks	Sampler does not currently use, or plan to use, self-service kiosks, but in the event it does, Sampler will ensure that it follows the requirements of the AODA and IASR in such implementation.

3. Accessible Employment

Commitment	Action
Recruitment & Selection Process	<p>Sampler notifies applicants for employment on all of its Ontario job postings that accommodations for applicants with disabilities are available during the recruitment process upon request.</p> <p>At the time they are offered a position with Sampler, successful applicants for employment with Sampler are notified of Sampler's policies for accommodating employees with disabilities.</p>
Documented Individual Accommodation Plans	<p>Sampler has in place a written process to develop individual accommodation plans for employees, which will be provided in a format that considers the employee's accessibility needs.</p> <p>Individual accommodation plans are developed with the employee's participation and the participation of a support person from their workplace, if requested. Individual accommodation plans outline how the personal information of the employee is protected, as well as the frequency at, and method by which the plan will be reviewed and updated.</p>

Sampler will provide individualized workplace emergency response information for employees with disabilities and provide that information to them in an accessible manner.

Return to Work Process	Sampler implements a return to work process for employees who have been absent from work due to a disability, which is created in collaboration with the employee in order to facilitate their return in light of the disability-related accommodations they may require.
Performance Management, Career Development, and Advancement & Redeployment	Sampler will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans when using any process related to performance management, career development, and advancement & redeployment.

4. Accessible Design of Public Spaces

<i>Commitment</i>	<i>Action</i>
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Accessible Design of Public Spaces	In the event that we update our current facilities or build new ones, we will follow and abide by our requirements under the Design of Public Spaces Standards of the IASR and Ontario Building Code Accessibility requirements.
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FEEDBACK

Sampler welcomes feedback to help identify any barriers to accessing its goods and services. If an individual requires an alternative accessible format or communication support to participate in the feedback process, such formats or supports will be made reasonably available upon request. Sampler will make reasonable efforts to review and assess all feedback received with respect to Sampler's accessibility practices and policies and to respond in a timely manner. Feedback on Sampler's Multi-Year Accessibility Plan is welcomed and may be provided in person, by telephone, in writing, or by email to:

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