

# LZB Multi-Year Accessibility Plan

Last updated: April 12, 2026

## INTRODUCTION

La-Z-Boy Home Furnishings of Eastern Ontario and Western Québec (LZB) is committed to meeting the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Integrated Accessibility Standards Regulation (IASR) and any other accessibility-related legislation as applicable. We provide goods, services, information and employment in a manner that respects dignity, independence, integration and equal opportunity for persons with disabilities. This accessibility plan outlines the steps we are taking to meet requirements and to improve opportunities for people with disabilities.

## PAST ACHIEVEMENTS TO REMOVE AND PREVENT BARRIERS

This document includes a summary of the accessibility initiatives LZB has completed.

## PART I – GENERAL REQUIREMENTS

Initiative	Description	Action	Compliance Date under AODA
<b>Establishment of Accessibility Policies</b>	3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.	Complete <a href="#">Policy on the website</a>	August 11, 2025 – Handbook Rollout  Jul 31, 2025 – <a href="#">Policy on the website</a> , updated August 28, 2025
<b>Accessibility Plans</b>	4.(1) [...] Large organizations (>50 employees) shall:  (a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation;  (b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and  (c) review and update the accessibility plan at least once every five years.	a) Complete  b) Complete  c) Placed review date in business calendar	a) July 23, 2025  b) August 28, 2025  c) Noted
	7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to,	Training links embedded in handbook and onboarding documentation – all employees, contractors,	August 11, 2025 – Handbook Rollout

# LZB Multi-Year Accessibility Plan

Last updated: April 12, 2026

<b>Training</b>	(a) all persons who are an employee of, or a volunteer with, the organization; (b) all persons who participate in developing the organization’s policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.	company representatives	Oct 2, 2025 Onboarding program rollout
-----------------	--	-------------------------	---

## PART II – Information and Communications Standards

Initiative	Description	Action	Compliance Date - AODA
<b>Feedback</b>	11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.	Feedback processes identified within policy in the Handbook.  Identified in <u>Policy on the website</u> .	August 11, 2025 – Handbook Rollout  Jul 31, 2025 – <u>Policy on the website</u> , updated August 28, 2025
<b>Accessible Formats &amp; Communication Supports</b>	12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, (a) in a timely manner that takes into account the person’s accessibility needs due to disability; and (b) at a cost that is no more than the regular cost charged to other persons.	Identified within the handbook.  Identified in <u>Policy on the website</u> .	August 11, 2025 – Handbook Rollout  Jul 31, 2025 – <u>Policy on the website</u> , updated August 28, 2025
	(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Identified within the handbook.  Identified in <u>Policy on the website</u> .	August 11, 2025 – Handbook Rollout  Jul 31, 2025 – <u>Policy on the website</u> , updated August 28, 2025
	(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Identified in <u>Policy on the website</u> .	Jul 31, 2025 – <u>Policy on the website</u> , updated August 28, 2025

# LZB Multi-Year Accessibility Plan

Last updated: April 12, 2026

<b>Emergency Procedures, Plans or Public Safety Info</b>	13.(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	Identified within the handbook policy	August 11, 2025 – Handbook Rollout
<b>Accessible Websites &amp; Web Content</b>	14.(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	LZB's website meets WCAG 2.1 AA requirements	Jul 26, 2025

## PART III – Employment Standard

Initiative	Description	Action	Compliance Date - AODA
<b>Recruitment – General</b>	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Identified in job postings for all employees and applicants.	April 10, 2025
<b>Recruitment, Assessment or Selection Process</b>	23.(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability.	Identified in job postings for all employees and applicants.  Identified in handbook and manager onboard training	April 10, 2025  August 11, 2025 – Handbook Rollout  Oct 2, 2025 Onboarding program rollout
<b>Notice to Successful Applicants</b>	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Identified in job postings, offer letter & onboarding process  Identified within the handbook	April 10, 2025  August 11, 2025 – Handbook Rollout  October 2, 2025 Manager Onboarding Training

# LZB Multi-Year Accessibility Plan

Last updated: April 12, 2026

<p><b>Informing Employees of Supports</b></p>	<p>25. Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.</p>	<p>Employees informed through Handbook &amp; AODA training</p>	<p>August 11, 2025 – Handbook Rollout</p>
	<p>(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p>	<p>Employees informed through Handbook, AODA training &amp; onboarding</p>	<p>August 11, 2025 – Handbook Rollout</p> <p>October 2, 2025 Onboarding program rollout</p>
	<p>(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.</p>	<p>Employees informed of updates through Handbook circulation</p>	<p>August 11, 2025 – Handbook Rollout</p>
<p><b>Accessible Formats &amp; Communication Supports for Employees</b></p>	<p>26.(1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <p>(a) information that is needed in order to perform the employee’s job; and</p> <p>(b) information that is generally available to employees in the workplace.</p>	<p>Identified in handbook</p>	<p>August 11, 2025 – Handbook Rollout</p>
	<p>(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>Identified in handbook</p>	<p>August 11, 2025 – Handbook Rollout</p>
	<p>27.(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee’s disability.</p>	<p>Identified in Handbook &amp; Health and Safety program</p>	<p>August 11, 2025 – Handbook Rollout</p>
	<p>(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee’s consent, the employer shall provide the workplace emergency</p>	<p>Identified in Handbook</p>	<p>August 11, 2025 – Handbook Rollout</p>

# LZB Multi-Year Accessibility Plan

Last updated: April 12, 2026

<b>Workplace Emergency Response Information</b>	response information to the person designated by the employer to provide assistance to the employee.		
	Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee’s disability.		
	(4) Every employer shall review the individualized workplace emergency response information,  <ul style="list-style-type: none"> <li>(a) when the employee moves to a different location in the organization;</li> <li>(b) when the employee’s overall accommodations needs or plans are reviewed; and</li> <li>(c) when the employer reviews its general emergency response policies.</li> </ul>	Identified in handbook	August 11, 2025 – Handbook Rollout
<b>Documented Individual Accommodation Plans</b>	28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Process identified in Handbook.	August 11, 2025 – Handbook Rollout
	(2) The process for the development of documented individual accommodation plans shall include the following elements:  <ol style="list-style-type: none"> <li>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>2. The means by which the employee is assessed on an individual basis.</li> <li>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer’s expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.</li> <li>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</li> <li>5. The steps taken to protect the privacy of the employee’s personal information.</li> </ol>	Process identified in Handbook	August 11, 2025 – Handbook Rollout

# LZB Multi-Year Accessibility Plan

Last updated: April 12, 2026

	<p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee’s accessibility needs due to disability.</p>		
<b>Return to Work Process</b>	<p>29.(1) 1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p>	Identified within Handbook	August 11, 2025 – Handbook Rollout
	<p>(2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use documented individual accommodation plans, as described in section 28, as part of the process.</p>	Identified within Handbook	August 11, 2025 – Handbook Rollout
	<p>(3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	Identified within Handbook	August 11, 2025 – Handbook Rollout
<b>Performance Management</b>	<p>30.(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.</p>	Identified in Handbook	August 11, 2025 – Handbook Rollout
<b>Career Development &amp; Advancement</b>	<p>31.(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.</p>	Identified in Handbook	August 11, 2025 – Handbook Rollout

# LZB Multi-Year Accessibility Plan

Last updated: April 12, 2026

<b>Redeployment</b>	32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Identified in Handbook	August 11, 2025 – Handbook Rollout
---------------------	--	------------------------	------------------------------------

## PART IV – Design of Public Spaces

Initiative	Description	Action	Compliance Date - AODA
<b>Exterior Paths of Travel</b>	80.22 Obligated organizations, other than small organizations, shall ensure that any exterior paths of travel that they construct or redevelop and intend to maintain meet the requirements set out in this Part.	Complete	November 25, 2024 – Gatineau store opening
<b>Parking</b>	80.32 Obligated organizations shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out in this Part.	Complete	November 25, 2024 – Gatineau store opening
<b>Service Counters</b>	<p>80.41(1) When constructing new service counters, which includes replacing existing service counters, the following requirements must be met:</p> <ol style="list-style-type: none"> <li>1. There must be at a minimum one service counter that accommodates a mobility aid for each type of service provided and the accessible service counter must be clearly identified with signage, where there are multiple queuing lines and service counters.</li> <li>2. Each service counter must accommodate a mobility aid, where a single queuing line serves a single or multiple counters.</li> </ol>	<p>Complete</p> <ol style="list-style-type: none"> <li>1. Complete</li> <li>2. Complete</li> </ol>	November 25, 2024 – Gatineau store opening

## PART V – Customer Service

Initiative	Description	Action	Compliance Date - AODA
	<p>80.46(1) In addition to the requirements in section 3, every provider shall develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities.</p> <p>(2) The provider shall use reasonable efforts to</p>	Policy identified within Handbook & training	August 11, 2025 – Handbook Rollout

# LZB Multi-Year Accessibility Plan

Last updated: April 12, 2026

<p><b>Implement Customer Service Policy</b></p>	<p>ensure that the policies are consistent with the following principles:</p> <ol style="list-style-type: none"> <li>1. The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities.</li> <li>2. The provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities.</li> <li>3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities.</li> <li>4. When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person’s disability.</li> </ol> <p>(3) Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so</p>		
	<p>(4) Every provider, other than a small organization, shall prepare one or more documents describing the policies established under this section and, on request, shall give a copy of any such document to any person.</p>	<p>Identified within Handbook &amp; <u><a href="#">Policy on the website</a></u></p>	<p>August 11, 2025 – Handbook Rollout</p> <p>Jul 31, 2025 – <u><a href="#">Policy on the website</a></u>, updated August 28, 2025</p>
	<p>(5) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (4) are available on request.</p>	<p>Identified within <u><a href="#">Policy on the website</a></u></p>	<p>Jul 31, 2025 – <u><a href="#">Policy on the website</a></u>, updated August 28, 2025</p>
<p><b>Service Animals</b></p>	<p>80.47(2) If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is</p>	<p>Identified within Handbook and <u><a href="#">Policy on the website</a></u></p>	<p>August 11, 2025 – Handbook Rollout</p>

# LZB Multi-Year Accessibility Plan

Last updated: April 12, 2026

	<p>permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises.</p>		<p>Jul 31, 2025 – <a href="#">Policy on the website</a>, updated August 28, 2025</p>
<p><b>Support Persons</b></p>	<p>80.47(4) If a person with a disability is accompanied by a support person, the provider shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.</p> <p>(5) The provider may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that,</p> <p>(a) a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and</p> <p>(b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.</p> <p>(6) If an amount is payable for a person’s admission to the premises or in connection with a person’s presence on the premises, the provider shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.</p> <p>(7) If, under subsection (5), the provider requires a person with a disability to be accompanied by a support person when on the premises, the provider shall waive payment of the amount, if any, payable in respect of the support person’s admission to the premises or in connection with the support person’s presence on the premises.</p>	<p>Identified within Handbook and <a href="#">Policy on the website</a></p>	<p>August 11, 2025 – Handbook Rollout</p> <p>Jul 31, 2025 – <a href="#">Policy on the website</a>, updated August 28, 2025</p>
<p><b>Notice of Temporary Disruptions</b></p>	<p>80.48(1) If, in order to obtain, use or benefit from a provider’s goods, services or facilities, persons with disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public.</p>	<p>Identified <a href="#">Policy on the website</a></p>	<p>July 21, 2025 – <a href="#">Policy on the website</a></p>

# LZB Multi-Year Accessibility Plan

Last updated: April 12, 2026

	(2) Notice of the disruption must include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.		
<b>Training</b>	<p>80.49(1) In addition to the requirements in section 7, every provider shall ensure that the following persons receive training about the provision of the provider’s goods, services or facilities, as the case may be, to persons with disabilities:</p> <ol style="list-style-type: none"> <li>1. Every person who is an employee of, or a volunteer with, the provider.</li> <li>2. Every person who participates in developing the provider’s policies.</li> <li>3. Every other person who provides goods, services or facilities on behalf of the provider.</li> </ol> <p>2) The training must include a review of the purposes of the Act and the requirements of this Part and instruction about the following matters:</p> <ol style="list-style-type: none"> <li>1. How to interact and communicate with persons with various types of disability.</li> <li>2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.</li> <li>3. How to use equipment or devices available on the provider’s premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability.</li> <li>4. What to do if a person with a particular type of disability is having difficulty accessing the provider’s goods, services or facilities.</li> </ol>	Identified in Handbook & Onboarding program	<p>August 11, 2025 – Handbook Rollout</p> <p>October 2, 2025 Onboarding Program rollout</p>
<b>Feedback Process</b>	80.50(1) Providers shall establish process for receiving and responding to feedback about accessibility	Feedback process identified in handbook & <u><a href="#">Policy on the website</a></u>	<p>August 11, 2025 – Handbook Rollout</p> <p>Jul 31, 2025 – <u><a href="#">Policy on the website</a></u>, updated August 28, 2025</p>

# LZB Multi-Year Accessibility Plan

Last updated: April 12, 2026

--	--	--	--

## MONITORING, REPORTING AND REVIEW

Progress against this plan is reviewed every five years and as needed by senior management, and updated as required by legislation or operational changes. Progress is monitored through:

- Regular accessibility audits conducted by trained personnel
- Customer feedback analysis and response tracking
- Employee training compliance monitoring
- Physical accessibility feature inspections
- Review of accommodation requests and outcomes
- Consultation with accessibility experts when needed

We maintain records of all accessibility improvements, training completion, and feedback received to ensure continuous improvement.

**Next review date: December 1, 2028**