



Jonluca Neal

Head Office

21 Keyes Court | Unit 1 | Vaughan, ON | L4H 4V6
Tel: 416.503.2517 | Toll Free: 1.855.503.2517 | Fax: 905.850.0799

103-8255 North Fraser Way | Burnaby, BC | V3N 0B9
Tel: 604.818.9798
www.jonluca.ca

JONLUCA NEAL'S COMMITMENT

Jonluca Neal (the “Company”) is committed to accessibility in our customer service and employment standards. As such, this Policy applies to all members of the Company. This Policy does not replace or substitute the requirements established under the Code or other applicable accessibility laws.

The Company prides itself on fostering an inclusive organizational culture that is guided by the AODA's Four Core Principles, which focuses on identifying, removing, and preventing barriers for persons with disabilities. The Four Core Principles are: Dignity, Equal Opportunity, Independence, and Integration.

CUSTOMER SERVICE STANDARD

The Company is committed to providing inclusive customer service experiences for our clients/customers and others seeking our services. All team members are expected to comply with the spirit and intent of this policy when providing services to our community or otherwise representing or conducting business on behalf of the Company.

EMPLOYMENT STANDARD

The Company is committed to providing a welcoming, respectful, and inclusive environment to our employees and community members with disabilities. Our employment standards will incorporate regulatory requirements and best practices throughout the employment relationship.



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COMMUNICATION

We will communicate with people with disabilities in ways that consider their disability upon request. We will work with the person with a disability to determine what method of communication works for them, including communication via email instead of the phone.

ASSISTIVE DEVICES

People with disabilities may use their assistive devices when accessing our goods, services, or facilities. 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 upon request. We will ensure that our staff are trained and familiar with various assistive devices that we have on-site or will provide devices that may be used by customers with disabilities while accessing our goods, services, or facilities.

SERVICE ANIMALS

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. If a service animal is excluded by law, we will suggest appropriate alternatives and ensure that the person can access, obtain, use, or benefit from our goods, services, or facilities where possible.

SUPPORT PERSONS

A person with a disability whom a support person accompanies will be allowed to have that person accompany them on our premises.

NOTICE OF TEMPORARY DISRUPTIONS

We will notify our customers promptly if there is a planned or unexpected disruption to services or facilities for customers with disabilities. This 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.



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TRAINING

Employees will receive the following training:

Purpose of provincial and federal accessibility laws and their respective customer service standard requirements.

The Company's policies related to the integrated accessibility standards.

How to interact and communicate with people with several types of disabilities.

How to interact with people who uses assistive devices or requires the assistance of a service animal or a support person.

How to use the equipment or devices available on-site, or otherwise, that may help provide food, services, or facilities to people with disabilities.

What to do if someone with a disability has difficulty accessing the Company's goods, services, or facilities.

EQUAL OPPORTUNITY EMPLOYER

The Company is committed to building a team that reflects the diversity and inclusivity of the community in which we work. We are an Equal Opportunity Employer, and we encourage applicants from traditionally underrepresented groups, such as women, veterans, visible minorities, Indigenous persons, persons with disabilities, and persons identifying as 2SLGBTQI+. Please advise our Human Resources Department if you require accommodation during our recruitment process or your employment.



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NOTICE OF AVAILABILITY OF DOCUMENTS

The Company will notify the public that accessible customer service and employment documents are available upon request. Employees may request this information by emailing their direct manager or the Human Resources Department.

The Company will provide this information in an accessible format or with communication support upon request. We will consult with the person requesting to determine the suitability of the format or communication support. We will provide the accessible format promptly and at no additional cost.

MODIFICATIONS TO JONLUCA NEAL'S ACCESSIBILITY PLAN

Any policies of the Company that do not respect and promote dignity, independence, integration, and equal opportunity for persons with disabilities will be modified or removed.

FEEDBACK PROCESS ON ACCESSIBILITY PRACTICES

We welcome feedback on how we provide accessible services to persons with disabilities. Feedback will help us identify and remove barriers and respond to concerns. Clients and employees may submit their feedback to the Human Resources Department in the following ways:

By email at hr@jonlucaneal.ca

By telephone: (416) 503-2517

All feedback concerning the delivery of services or employment practices to persons with disabilities, including complaints will be responded to promptly.