

This accessibility plan outlines the policies and actions that Canoe Financial LP (“Canoe Financial”) will put in place to improve employment opportunities for people with disabilities.

## **Our commitment**

Canoe Financial is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and any other applicable legislation.

## **Use of service animals and support persons**

Canoe Financial is committed to welcoming people with disabilities who are accompanied by a service animal on parts of its premises that are open to the public and other third parties. We will accommodate the use of service animals by people with disabilities who are accessing Canoe Financial services or goods unless the animal is otherwise excluded by law.

Where a person with a disability is accessing Canoe Financial goods or services must be accompanied by a support person, we will ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises.

## **Assisted devices**

We will accommodate the use of personal assistive devices needed to access our goods and services.

## **Training**

Canoe Financial provides training to employees, volunteers, contractors and others conducting business with the firm on Ontario’s accessibility laws and the Ontario Human Rights Code as it relates to people with disabilities. Training is provided in a way that best suits their duties.

## **Accessible emergency information**

Canoe Financial is committed to providing clients and visitors with publicly available emergency information in an accessible way, upon request. We will also provide employees with disabilities individualized emergency response information, when necessary.

## **For more information**

For more information on our accessibility plan and policies, please contact us by:

Telephone: 1.800.459.3384

E-mail: [info@canoefinancial.com](mailto:info@canoefinancial.com)