

OUR COMMITMENT

The Shops on Steeles & 404 is committed to providing a convenient and enjoyable shopping experience when serving all customers including people with disabilities.

Our accessible customer service policy is guided by the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

COMMUNICATION

We will communicate with people with disabilities in ways that take into account their disability.

Upon arrival to the management office, staff members will assess the customer's disability and will communicate with customers in ways that take their disability into account. We will train our staff how to interact and communicate with people with various types of disabilities.

Management staff will offer solutions/assistance and/or advice to customers on how to access goods and/or services in the mall depending on circumstances.

ASSISTIVE DEVICES

People with disabilities may use their own personal assistive devices when communicating with our staff and we will utilize our best efforts in responding in an understandable manner.

We will ensure that our staff members are trained and familiar with the operation of all wheelchairs on-site.

SERVICE ANIMALS/SUPPORT PERSONS

We welcome people with disabilities who are accompanied by a service animal and/or support person.

Service animals are allowed on our premises to help those with disabilities access the common areas and public spaces in the mall.

In cases where certain areas in the mall become challenging to access or when retailers in the building legally exclude service animals from their premises, mall management staff will attempt to assist individuals with disabilities access the goods and services from said areas and retailers.

ADDITIONAL SERVICES

Wheel Trans drop off and pick-up location is available outside the mall's south east entrance/Scotiabank entrance (see Map "1" for service location highlighted in red).

Wheelchair accessible washrooms are located on the lower level of the mall, in the hallway by Le Accessories (see Map "2" for location highlighted in orange).

NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to washroom facilities, elevators or escalators, used by customers with disabilities, or to the facility itself, due to evacuation, fire watch and power outages, The Shops on Steeles & 404 will notify customers promptly as follows:

- Signs will be posted at the main mall entrances and/or by the service areas which have been interrupted noting the reason for the disruption, how long the service will be unavailable and description of alternate facilities or services if available (see Appendix "A" for Samples of Signs re Fire Watch Notice and Power Failure);
 - In cases, where the escalator, MedCare elevator or mall passenger elevator are out of service, management or security staff will escort those with disabilities on the freight elevator, located by the management office, Suite 204) for access to the lower and upper levels of the mall (refer to Map "3" outlining location of office as highlighted in pink and see Appendix "B" for Samples of Signs re Escalator/Elevator Out of Service);
 - In case of Fire Emergency/Evacuation, (see Maps "2" & "3" for locations of Emergency Exits on Main Level and Upper Level of the mall as noted in yellow).
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TRAINING

The Shops on Steeles & 404 will provide accessible customer service training to management staff, Info Lotto supervisor, mall security supervisor and mall cleaning staff supervisor. Training will also be provided to the people involved in the development and approval of our customer service policies.

New staff members will be trained on accessible customer service within three (3) months after being hired.

Training will include:

- Purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- The Shops on Steeles & 404's Accessible Customer Service Policy Manual, which includes:
 - How to interact and communicate with people of various types of disabilities;
 - How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
 - How to use the wheelchairs available at the Info Lotto Booth and in the mall's security office

Re-training **will** occur when changes are made to the policies outlined herein.

FEEDBACK/NOTICE OF AVAILABILITY/ MODIFICATIONS TO THIS POLICY BOOKLET

We encourage any and all individuals with disabilities to contact the mall management office for assistance when encountering difficulties accessing the shopping centre and also to provide feedback on your individual experiences in the mall.

Customers who wish to provide feedback on the way The Shops on Steeles & 404 Management Staff provides assistance to people with disabilities can do so as follows:

- In person to the mall management office Suite 204 (see Map "3" for location of office)
- By telephone at our main number 905-881-722
- In writing to:
The Shops on Steeles & 404
2900 Steeles Ave. East, Suite 204
Thornhill, ON L3T 4X1
- Electronically using email to:
info@theshops.ca

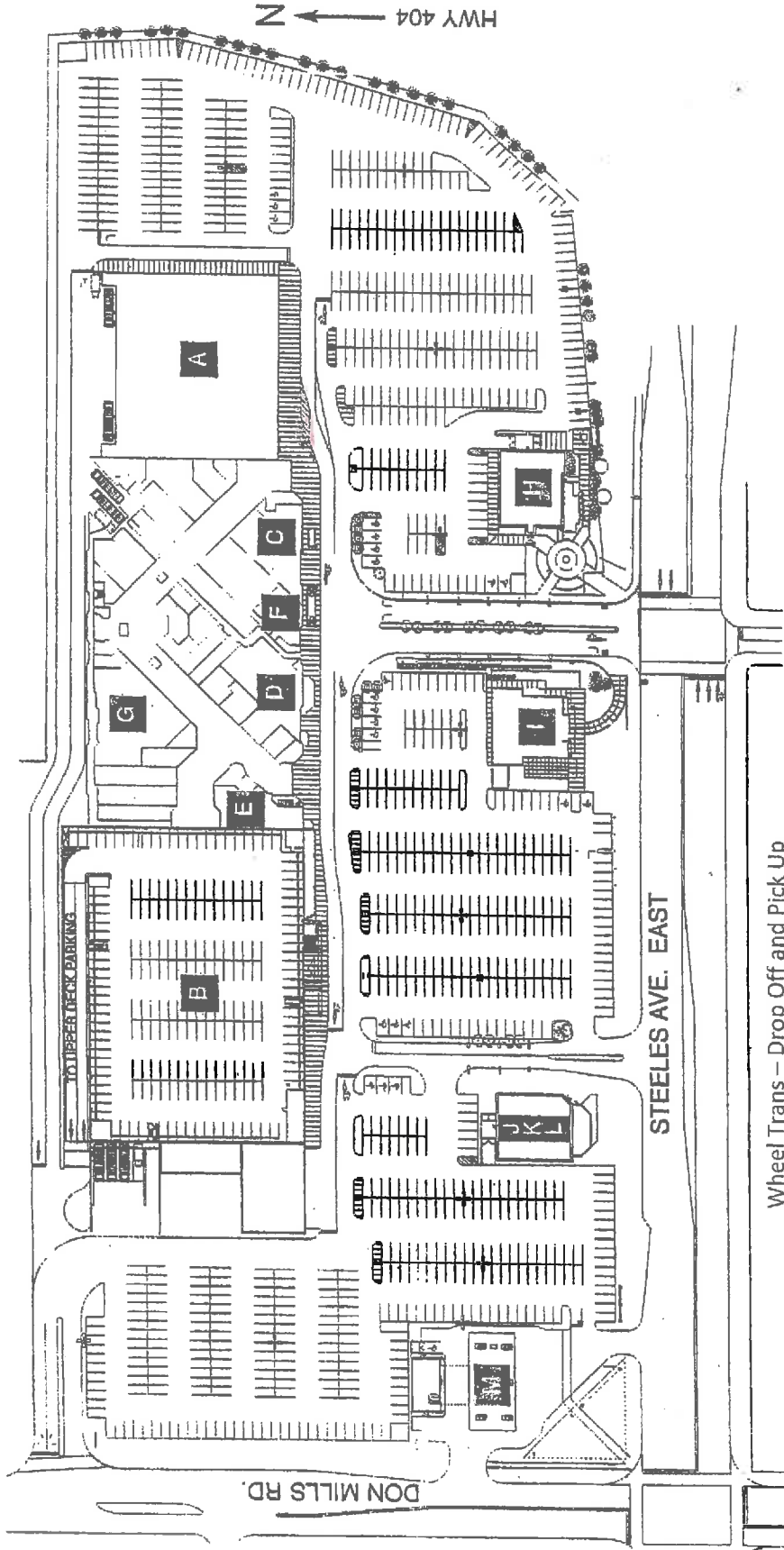
All feedback, including complaints, will be directed to appropriate mall management staff. Customers can expect to hear back within two (2) days of placing their concerns.

Our policies related to accessible customer service, are available upon request from the mall management office and are posted on the mall's website at www.theshops.ca

Any policy of The Shops on Steeles & 404 that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified and/or removed.

THE SHOPS ON STEELES AND 404

2900 Steeles Ave. East, Thornhill, ON



Wheel Trans — Drop Off and Pick Up
by Mall's South East/Scotiabank
Entrance

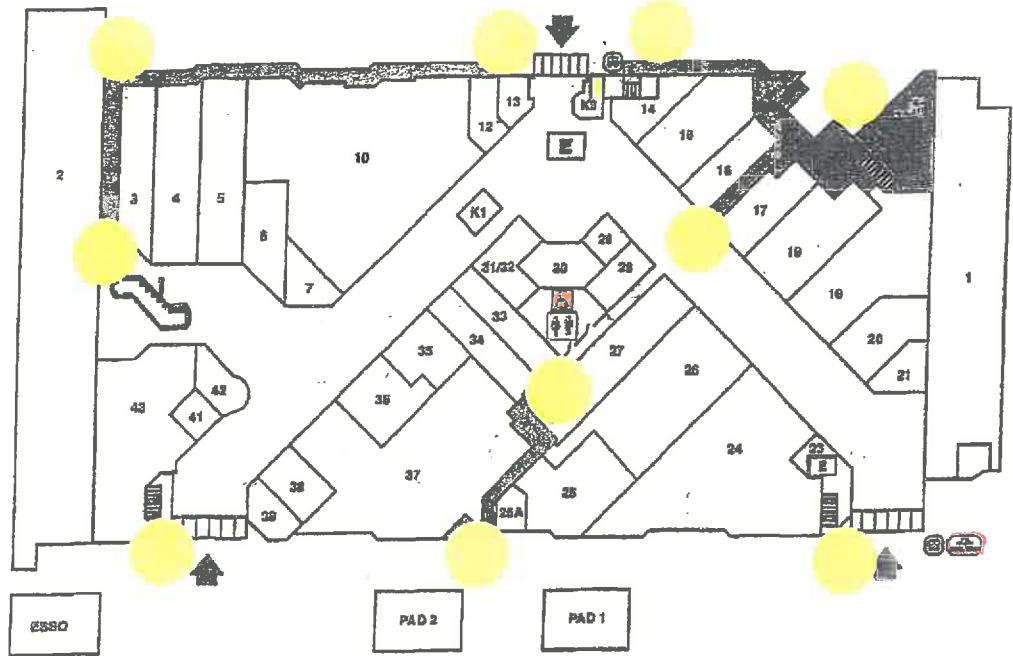


The Shops
on Steeles and 404

MAIN LEVEL

Floor Plan

MAP 2

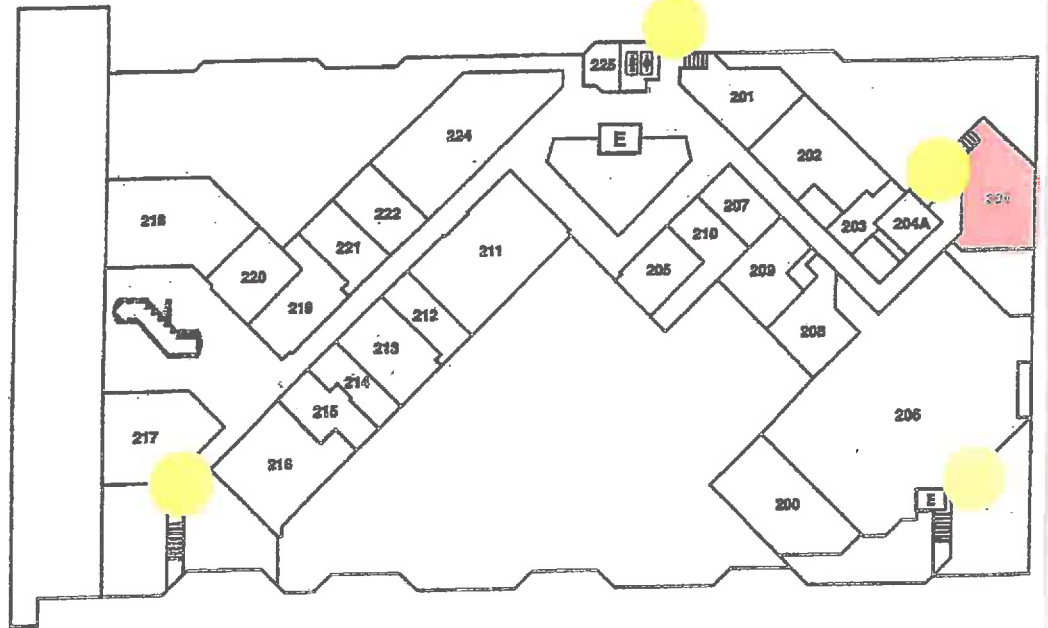


- MALL ENTRANCES
- INFORMATION / LOTTO BOOTH
- ESCALATOR
- ELEVATOR
- PUBLIC WASHROOMS
- WHEELCHAIR ACCESS WASHROOMS
- MARKHAM TRANSIT
- TTC WHEEL TRANS

Emergency Exit

The Shops
on Steeles and 404

UPPER LEVEL
Floor Plan



 ESCALATOR
 ELEVATOR

 WASHROOMS
 WHEELCHAIR ACCESS WASHROOMS

 Emergency Exit

APPENDIX "A"



ATTENTION ALL EMPLOYEES AND CUSTOMERS OF THE SHOPS ON STEELES & 404 MALL

Please be aware the Shops on Steeles & 404 mall is currently under a Fire Watch. While under Fire Watch the mall fire alarm and/or sprinkler system is currently not operating. If you suspect and/or see a fire please do the following:

1. NOTIFY MARKHAM FIRE & EMERGENCY SERVICES BY CALLING 9-1-1.

- A) Give the address of the mall: **2900 Steeles Ave East, Thornhill**
- B) Give the location of the fire within the mall and the type of fire.

2. NOTIFY MALL SECURITY BY CALLING 416-989-4568.

- A) Inform security that you have called 9-1-1.
- B) Give security the location of the fire within the mall and the type of fire.

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**THE MALL IS CLOSED DUE
TO A POWER FAILURE**

**WE APOLOGIZE FOR ANY
INCONVENIENCE**

**Please contact the management office or security
at 905 881 7422 for updates.**

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APPENDIX "B"

ELEVATOR OUT OF SERVICE.

- Please use elevator inside **Medical Centre**
Mon-Thurs 8:30am to 6:00pm
Friday 8:30am to 1:00pm
Saturday 9am to 11am
- **Contact Security** at 'gateway lotto'
to use the freight elevator.
- Or use the escalator in the **Sears Court**.
We apologize for any inconvenience.

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on Steeles until 404