

## Accessibility

The Accessibility for Ontarians with Disabilities Act (AODA) is a law that sets out a process for developing and enforcing accessibility standards. Recognizing the history of discrimination against persons with disabilities in Ontario, the purpose of this Act is to benefit all Ontarians by developing, implementing and enforcing accessibility standards to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025. To achieve accessibility, the AODA establishes five standards that recognize five areas of daily life:

1. Customer service standard 2. Information and communications standard 3. Transportation standard 4. Employment standard 5. Design of public spaces standard

Together, these standards work towards making Ontario more accessible by ensuring people with disabilities can participate more actively in their communities.

Nour Private Wealth Inc. is committed to providing to our clients the highest standard of service possible.

Nour Private Wealth (NPW) commitment is;

- To provide our goods and services in a manner that respects the dignity and independence of persons with disabilities;
- To provide our goods or services to persons with disabilities and others in an integrated manner to enable a person with a disability to obtain, use or benefit from the goods or services;
- To allow our clients with disabilities, as much as is possible, an opportunity equal to that given to others to obtain, use and benefit from the goods or services;
- To ensure our policies deal with the use of assistive devices, service animals and support individuals\* by persons with disabilities to obtain, use or benefit from NPW's goods or services or the availability, if any, of other measures which enable them to do so.
- When communicating with a person with a disability, NPW shall do so in a manner that considers the person's disability;

\*In situations where confidential or personal information might be discussed, consent will be obtained from the client regarding the sharing of this information with the support individual