



To: Gary Macdonald, Executive Coordinator – Purchasing (for distribution to Leadership at all WFM stores and offices in Ontario, Canada)

Re: Ontario Facilities – Notice of Temporary Disruption

Please note that Whole Foods Market (WFM) strives to create an inclusive environment.

Under Ontario law, if there are any disruptions to facilities or services that are normally used by persons with disabilities, WFM is legally obligated to provide written notice of:

1. The reason for the disruption;
2. The duration of the disruption;
3. The availability of any alternative services or facilities that can be used.

The notice should remain posted at or near the temporary disruption, until the disruption has been resolved.

Examples of a disruption that might trigger the notification requirement include:

- a. Accessible washroom or stall not functioning;
- b. Accessibility ramp being repaired; or,
- c. Automatic door openers being replaced.

Where WFM is located in a multi-tenanted building, please work with the landlord's facilities management team to ensure that the appropriate notifications are posted. For example, in a corporate environment where an accessible washroom is shared by a number of tenants, the landlord would have the primary obligation to deal with any disruption to the accessible washroom. However, if the accessible washroom is located within WFM's premises, the primary obligation belongs to WFM's facilities management team and therefore, WFM should post the appropriate information. **A good rule of thumb is this: if WFM is responsible for the proper maintenance and repair, then WFM is responsible for posting the Notice of Temporary Disruption where required. An example of a Notice of Temporary Disruption is attached to this memo.**

Please note that under Ontario law a copy of this memo (and the sample Notice of Temporary Disruption) must be given to anyone who requests it. If requested, provide this Notice in an accessible format to meet the needs of the person making the request.



Notice of Temporary Disruption

Date:

We regret to advise that:

[What is not working]

is not in service due to:

[Why it is not working, e.g. mechanical difficulty, routine repair, flooding, replacement, renovations.]

We anticipate that it will be functioning/available by .

The nearest alternative is available at:

 .

For more information or assistance, contact

 .