

Accessible Customer Service and Integrated Accessibility Standards Policy

Purpose

This policy has been established in compliance with the Integrated Accessibility Standards Regulation developed under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, C11 (the AODA) and implements the requirements of both the Accessible Customer Service Standard and the Integrated Accessibility Standards in the areas of information and communications and employment. These standards are developed to break down barriers and increase accessibility for persons with disabilities.

Commitment

Eikon Device 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 persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements in accordance with the *Accessibility for Ontarians with Disabilities Act*.

Application

This policy applies to all persons who, on behalf of Eikon, deal with members of the public or other third parties.

DEFINITIONS

Assistive Device

A technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability

The term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

Guide Dog

Is a highly trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, to provide mobility, safety and increased independence for people who are blind.

Service Animal

An animal is a service animal for a person with a disability,

- (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog

As reflected in Health Protection and Promotion Act, Ontario Regulation 562 a dog other than a guide dog for the blind is a service dog if:

- (a) It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- (b) Or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person

A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods and services.

ACCESSIBILITY PLAN

Eikon Device will develop, maintain and document an Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities. The Accessibility plan will be posted on Eikon's website.

TRAINING

Eikon Device will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the Human Rights Code as it pertains to persons with disabilities to:

- all its employees
- all persons who participate in developing Eikon's policies; and
- all other persons who provide goods or services on behalf of Eikon.

This training will be appropriate to the duties of the employees and other persons. Training will also be provided when any changes are made to Eikon's accessibility policies. New employees will be trained within the first week of their being hired. Eikon will keep a record of the training provided, by choice, including the dates on which accessibility training took place.

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

Communication

Eikon strives to communicate with persons with a disability in a manner that takes into account their disability. Eikon will work with the person with a disability to determine what method of communication works for them.

Assistive Devices

Persons with a disability are permitted, where possible, to use their own Assistive Device when on Eikon's premises for the purposes of obtaining, using or benefiting from our goods and service.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will first endeavour to remove that barrier. If we are not able to remove the barrier we will ask the person how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make best efforts to provide an alternative means of assistance to the person with a disability. Staff will receive training on various Assistive Devices that may be used by persons with a disability while accessing our goods and services.

Staff will receive training on how to use facilities or services made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services.

Service Animals

EIKON

Persons with a disability may enter Eikon's premises accompanied by a Service Animal, and keep the Service Animal with them, if the public has access to such premises and the Service Animal is not otherwise excluded by law.

Support Persons

A person with a disability may enter Eikon's premises with a Support Person and have access to the Support Person while on premises. Eikon may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

Fees will not be charged for support persons for admission to Eikon's events. Customers will be informed of this by a notice that will be posted on Eikon's website and registration forms.

INFORMATION AND COMMUNICATIONS STANDARDS

Feedback

Eikon will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

EMPLOYMENT STANDARDS

Recruitment

Eikon will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Recruitment, Assessment or Selection Process

Eikon will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, Eikon will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

Notice to Successful Applicants

EIKON

When making offers of employment, Eikon will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Support

Eikon will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as it is practicable after commencing employment.

Accessible Formats and Communication Supports for Employees

Upon request of an employee with a disability, Eikon will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees.

In determining the suitability of an accessible format or communication support, Eikon will consult with the employee making the request.

Workplace Emergency Response Information

Eikon will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Eikon is aware of the need for accommodation due to the employee's disability. Eikon will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, Eikon will, with the consent of the employee, provide the workplace emergency response information to the person designated by Eikon to provide assistance to the employee.

Eikon will review the individualized workplace emergency response information when the employee moves to a different location within the company, when the employee's overall accommodation needs or plans are reviewed and when Eikon reviews its general emergency response plan.

Return to Work

Eikon will have in place a documented return to work process for employees returning to work due to disability and requiring disability-related accommodations. This return to work process will outline the steps that Eikon will take to facilitate the return to work.

Performance Management, Career Development and Advancement, and Redeployment

Eikon will take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development, performance management and when considering redeployment.

Modification to this or other policies

Any policies of Eikon Device Inc. that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Questions about this policy

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of Information and Communications, and Employment. If anyone has questions about this policy, or if the purpose of a policy is not understood, please contact us at humanresources@eikondevice.com or 613-384-4688.