

## **Accessibility Policy**

itec group Inc. (ITEC) is committed to meeting the current and ongoing Ontario Human Rights Code respecting nondiscrimination.

ITEC accepts and abides by the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and understands its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or its accountability to people with disabilities under any other law.

- ITEC is committed to complying with both the Ontario Human Rights Code and the AODA.
- ITEC is committed to excellence in serving all customers including people with disabilities.
- Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

### **Assistive devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

### **Communication**

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

We will work with each person with a disability to determine what method of communication works for them.

## **Service animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

## **Support persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, ITEC might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, ITEC will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities ITEC will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

### **Training**

ITEC will provide accessible customer service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service within 1 week after being hired.

Training will include:

- ITEC's policies related to the customer service standard
- how to interact and communicate with people with 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
- what to do if a person with a disability is having difficulty in accessing ITEC's goods, services or facilities

Staff will also be trained when changes are made to our accessible customer service policies.

### **Feedback process**

ITEC welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. If you have any questions or concerns about accessibility within the ITEC organization, please address your concerns in writing to: [admin@itecgroup.ca](mailto:admin@itecgroup.ca).

All feedback, including complaints, will be reviewed by senior management and we will respond to your feedback within a 1 week timeframe

ITEC will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

### **Notice of availability of documents**

ITEC will notify the public that documents related to accessible customer service, are available upon request by posting a notice on our health & safety board in the office and posting a notice on our website.

ITEC will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

### **Modifications to this or other policies**

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

Signed:  Managing Director

Date: July 28th, 2017