

## **AODA Policy and Multi Year Accessibility Plan**

### **Purpose**

Accuristix is dedicated to providing accessible services and work environment for all employees, prospective employees, and clients. This policy outlines the company's compliance with the Integrated Accessibility Standards Regulation (IASR), in the areas of Employment, Information and Communications, Transportation and Public Spaces and Customer Service for Accuristix in accordance with the Ontarians with Disabilities Act, 2005. The goal is to help create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability.

Our multi-year accessibility plan is a roadmap that describes steps Accuristix will take to meet the accessibility objectives set out in the Policy. The Accessibility Plan will help us ensure accessibility is incorporated into its regular business operations and its future development plans.

### **Scope**

This policy applies to all members of, or a volunteer with, Accuristix, individuals who participates in developing organizational policies, and individuals who provides goods, services or facilities on behalf of Accuristix.

### **Definitions**

Accessibility Report is the report that is required to be filed pursuant to section 14 of the Act.

Accessible Formats may include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities.

Accommodation means the special arrangement made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.

AODA means Accessibility for Ontarians with Disability Act.

Assistive device is any device used to assist a person in performing a particular task or tasks to aid that person in the activities of daily living.



Barrier means anything that prevents a person with a disability from fully participating in all aspects of society based on his/her disability. This includes, but is not limited to, physical barriers, communication and information barriers, organizational policies or practices, attitudinal barriers and technological barriers.

Communications means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

Disability has the same definition as is provided under the Act and Human Rights Code, R.S.O. 1990, c.H.19.

Service Animal is a specified service animal for person(s) with a disability, if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

IAP means Individualized Accommodation Plan.

IASR means Integrated Accessibility Standards Regulation. IASR regulated how organizations will be required to provide, create, and receive information and communication that are accessible to persons with disabilities.

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

Team Member means an employee of Accuristix.

Unconvertible Information or Communication means information or communication that it is not technically feasible to convert, or if it is technically feasible to convert, the technology required to do so is not readily available.

We, Our, Staff means Accuristix and its employees, volunteers, agents, and contractors.

## **Statement of Commitment**

Accuristix is committed to ensuring equal access and participation for people with disabilities. We are committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005) and its associated



Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Accuristix ensures we meet the requirements of the Standard and promote its underlying core principles as described below.

### Core Principles of the Policy

We endeavor to ensure that the Policy and related practices and procedures are consistent with the following four (4) principles:

- Dignity – Persons with a disability must be treated as any other individual.
- Equality of Opportunity – Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.
- Integration – Wherever possible, persons with a disability should benefit from our goods and in circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the person’s individual needs.
- Independence – Goods and services must be provided in a way that respects the independent persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

### **General Requirements**

The following general requirements apply to the five standards: information and communications, employment, transportation, design of public spaces, and customer service.

#### Establishment of Accessibility Policies and Plans

Accuristix will develop, implement, and maintain policies governing how it will achieve accessibility through these requirements.

Accuristix will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format upon request.

Accuristix will establish, implement, maintain, and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format upon request and will be posted on our website.

Accuristix will review and update its accessibility plan once every five years.

#### Procuring or Acquiring Goods and Services, or Facilities

Although this is not a requirement for Accuristix, we will take it into consideration, accessibility criteria and features when procuring or acquiring goods, services or facilities to show our commitment to accessibility.

#### Self-Serve Kiosks

Accuristix will consider the accessibility needs, preferences, and abilities for persons with disabilities when designing, procuring or acquiring self-service kiosks.

#### Training Requirements

Accuristix will provide training on the requirements of the accessibility standards referred to Regulation and on the Human Rights Code as it pertains to persons with disabilities. We will train our employees and volunteers on accessibility as it relates to their specific roles.

#### Timing of Training

Training will be provided to all persons to whom this Policy applies as soon as practicable after he or she is assigned the applicable duties. Training will continue as necessary on an ongoing basis in connection with any changes of policies, practices and procedures governing this policy.

#### Documenting Training

Records of the training provided, including names of individuals trained, and training dates shall be maintained in accordance the requirements of the Act.

### **Information and Communications Standards**

#### Feedback Process

Accuristix will ensure that all feedback processes, both internal and external, are made accessible to clients, customers, and employees upon request.

In accordance with the customer service standards, Accuristix will make known the availability of accessible feedback formats.

### Accessible Formats and Communication Supports

Unless deemed unconvertible, Accuristix will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual.

Accuristix will account for the person's accessibility needs when customizing individual requests and will consult with the individual making the request to ensure suitability.

Accuristix will make the availability of accessible formats and communication supports publicly known.

### Emergency Procedures, Plans or Public Safety Information

Accuristix will ensure that all publicly available safety and emergency information, such as evacuation procedures and floor plans, are provided in an accessible format or with appropriate communication supports upon request.

### Accessible Websites and Web Content

Accuristix will ensure that our website and web content conform to the Web Content Accessibility Guidelines (WCAG) as outlined in the IASR and will refer to the legislation for specific compliance deadlines and requirements.

### Exceptions

The Information and Communications Standards do not apply to:

- Products and product labels.
- Unconvertible information or communications; or
- Information that the organization does not control either directly or indirectly through a contractual relationship.

### Unconvertible Information or Communications

If it is determined in consultation with the requesting party that information or communications are unconvertible, Accuristix will ensure that the individual who made the request is provided with an explanation and a summary of the information.

## Employment Standard

### Recruitment, Assessment and Selection

Accuristix notifies the public and team members of the availability of accommodation during the recruitment process including any assessments that may be requested. Upon request, the company will consult with the applicant and arrange for suitable accommodations that meets the needs of the applicant.

Upon offer of employment, Accuristix shall notify the successful applicant of its policies for accommodating employees with disability. Additionally, the organization shall inform all current employees of its policies to support individuals with disabilities.

### Accessible Formats and Communication Supports for Employees

Accuristix will ensure employees are aware of policies for employees with disabilities and any changes to these policies as they occur. The company will provide the information required to new employees as soon as practicable after they begin their employment.

If an employee with a disability requests it, the company will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform their job; and
- Information that is generally available to all employees in the workplace.

The company will consult with the employee making the request to determine the best way to provide the accessible format or communication support. Accuristix reserves the right to determine the Accessible Format or Communication Support that will be provided.

### Workplace Emergency Response Information

Accuristix will create individualized workplace emergency response plans for employees with disabilities who requires it. This information will be created in consultation with the associate and take into account the unique challenges created by the individual's disability and the physical nature of the workplace.

Upon request or disclosure of a team members need for assistance during any emergency situations, and with consent, the organization will designate a colleague(s) to provide such individualized assistance and will provide the colleague(s) with the team member's individualized emergency response information.

This information will be reviewed when:

- The employee moves to a different physical location in the organization.
- The employee's overall accommodation needs, or plans are reviewed; or
- The company reviews general emergency response policies.

### Documented Individual Accommodation Plans

Accuristix have in place a written process for documenting individual accommodation plans for employees with disabilities. The plans includes:

- The ways in which the employee can participate in the development of the plan.
- The means by which the employee is assessed individually.
- The ways that an employer can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine whether accommodation can be achieved, or how it can be achieved.
- The ways that an employee can request the participation of other representative from the workplace for the creation of the accommodation plan.
- The steps taken to protect the privacy of the employee's personal information.
- The frequency with which the individual accommodation plan should be reviewed or updated and how it should be done.
- The way in which the reasons for the denial of an individual accommodation plan will be provided to the employee; and
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.
- Accessible formats, communication supports (upon request), any other accommodation provided.

### Return to Work

Accuristix employees who are absent from work due to a disability and require disability-related accommodations to return to work will follow our Return-to-Work Program.

The process outlines procedures the company will take to enable a safe return to work for the employee. All steps and individual accommodation plans will be documented and created in consultation with the employee.

### Performance Management and Career Changes

Accuristix will consider the accessibility needs, including documented individual accommodation plans, of employees with disabilities during the company's performance management process.



These will also be considered in the event of redeployment, or when offering career development or advancement opportunities.

## **Transportation Standard**

Accuristix is not affected by the Transportation Standard but will inform staff, during their staff training, of the positive steps being made towards better accessible transit.

## **Public Spaces Standard**

### Exterior Paths of Travel

To ensure the health and safety of all pedestrians, any newly constructed or redeveloped exterior paths of travel will meet, and where possible exceed, the technical requirements of the Integrated Accessibility Standards, section 80.23, and where applicable, sections 80.24 – 80.28.

### Off-Street Accessible Public Parking

#### Types of Spaces and Access Aisles

Accuristix will ensure that any newly constructed or redeveloped off-street parking facilities provide the following two (2) types of parking spaces available for persons with disabilities:

- Type A – Parking space with a minimum width of 3.4 m; and
- Type B – Standard parking space with a minimum width of 2.4 mm.

Access aisles will be provided for all accessible parking spaces and will meet the requirements of the Integrated Accessibility Standards, section 80.35.

### Minimums

Accuristix will ensure that any newly constructed or redeveloped off-street parking facility meets, and where possible exceeds, the required number of accessible parking spaces based on the size of the lot. The number of accessible spaces will be aligned with the requirements specified in the Integrated Accessibility Standards, section 80.36.

### Signage

Accuristix will ensure that the proper signage is provided for each accessible parking space.



### Obtaining Services

#### Waiting Areas

When constructing or redeveloping an existing waiting area, Accuristix will ensure that a minimum of 3% of the seating is made accessible. Accuristix will ensure that there will be at least one (1) accessible seat.

#### Maintenance

Accuristix shall also provide maintenance and restoration of public spaces by ensuring our multi-year accessibility plan includes procedures for preventative and emergency of accessible elements in public spaces and procedures for dealing with temporary disruptions when accessible elements required under this section are not in working order.

### **Customer Service Standard**

#### The Provision of Goods and Services to Persons with Disabilities

Accuristix will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- Ensuring that all customers receive the same value and quality.
- Allowing customers with disabilities to do things at their own pace when accessing goods and services, as long as this does not present a health and safety risk.
- Using alternative methods, when possible, to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner.
- Taking into account individual accommodation needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's disability.

#### The Use of Assistive Devices

##### *Customer's Own Assistive Devices*

A person with a disability is permitted, where possible, to use their own assistive device when on Accuristix's premises for the purposes of obtaining, using or benefiting from our services or facilities.

In cases where the assistive device presents a health and safety concern or where accessibility might be an issue, other reasonable measures and efforts to provide alternative means of assistance to a person with a disability will be explored to the point of undue hardship.



### *Guide Dogs and Service Animals*

A customer with a disability who is accompanied by a guide dog or service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. If it is not readily apparent that the animal is being used by the customer for reasons relating to their disability, Accuristix may request verification from the customer.

### *The Use of Support Persons*

If a customer with a disability is accompanied by a support person, Accuristix will ensure that both persons may enter the premises together and that the customer is not prevented from having access to the support person.

### *Notice of Availability and Format of Documents to Customers*

Accuristix shall notify customers that the documents related to the customer service standards are available upon request and in a format that takes into account the customer's disability. Notification will be posted on the website of Accuristix and any other reasonable method.

### *Notice of Disruptions in Service*

Service disruptions may occur for reasons that may or may not be within the control or knowledge of Accuristix. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods or services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

If a notification needs to be posted, the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable.
- Reason for the disruption.
- Anticipated duration; and
- A description of alternative services or options.

### *Notification Options*

When disruptions occur, Accuristix will provide notice by:

- Contacting customers/ visitors with appointments
- Verbally notifying customers when they make appointment; or
- By any other method that may be reasonable under the circumstances.

Customer Feedback

Accuristix welcomes and appreciates feedback regarding its Policy and its implementation. Feedback can be provided in the following ways in person, fax, telephone or in writing Electronically, or by mail or through alternate means. Where feedback requires us to take an action or where a complaint is received, we will take the necessary action in response to the feedback or complaint and will document the action taken. This documentation will be available upon request. We will make information about this feedback procedure readily available to the public and shall make it accessible to a person with a disability by providing or arranging for the provision of Accessible Formats and Communication Supports, on request.

Submitting Feedback

Customers can submit feedback to Human Resources:

Email:

Accuristix	hr@accuristix.com
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Mailing Address:

Accuristix Head Office	122 Stone Ridge Road, Vaughan, ON, L4H 0A5
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Telephone:

Corporate office (Request for HR Department)	416-637-3273
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Fax:

Human Resources Fax	905-829-2816
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## Multi Year Accessibility Plan

General Requirements			
Accessibility Requirement:	Establishment of accessibility policies		
Plan to Meet Requirements:	<p>Develop an accessibility policy which includes a statement of commitment and make it publicly available by posting on company websites.</p> <p>Create a written multi-year accessibility plans, update them at least once every five years and post on company website.</p> <p>Provide statement of commitment, accessibility polices and plan in an accessible format if requested.</p>		
Responsible Authority:	Human Resources	Results:	Compliant
Accessibility Requirement:	Designing/procuring or acquiring self-serve kiosks		
Plan to Meet Requirements:	Accuristix shall have regard to the accessibility for persons with disabilities when designing, procuring, or acquiring self-service kiosks.		
Responsible Authority:	Human Resources	Results:	Compliant
Accessibility Requirement:	Training on IASR and the Human Rights Code		
Plan to Meet Requirements:	<p>Ensure all staff and volunteers or persons who provide goods and services on behalf of the organization are trained on the IASR and Human Rights Code as it pertains to persons with disabilities via HR Downloads training platform.</p> <p>Accuristix has relaunched the HR Downloads training platform and assigned all applicable training to current staff. New hires are assigned training on day one of employment. Audits of compliance shall be conducted on an ongoing basis.</p>		



	Accuristix shall maintain training records for individuals trained, including training dates. Records of training certifications shall be kept in employee files.		
Responsible Authority:	Human Resources	Results:	Compliant

Information and Communications Standard			
Accessibility Requirement:	Feedback Process		
Plan to Meet Requirements:	<p>Accuristix currently accepts feedback in a number of different ways including but not limited to in person, over the telephone and in writing (i.e., handwritten or email).</p> <p>Accuristix shall provide or receive responses to feedback in an Accessible Format or with Communication Supports upon request.</p> <p>Notification about the availability of Accessible Formats and Communications Supports in respect of our process for receiving and responding to feedback is posted on our website.</p>		
Responsible Authority:	Human Resources	Results:	Compliant
Accessibility Requirement:	Accessible formats and communication support		
Plan to Meet Requirements:	Upon request the organization shall provide accessible formats and communication supports for persons (internal or external)		



	<p>with disabilities in a timely manner that considers the person’s accessibility needs at no cost.</p> <p><u>Exempt Information</u></p> <p>The Information and Communication Standards do not apply to (i) products and product labels; (ii) Unconvertible information or communications; and (iii) information that Accuristix does not control directly or indirectly through a contractual relationship.</p> <p>Should Accuristix determine that information or a communication is unconvertible an explanation will be provided to the person making the request.</p> <p>The availability of accessible formats and communication supports is posted on our website.</p>		
Responsible Authority:	Human Resources	Results:	Compliant
Accessibility Requirement:	Emergency procedures, plans or public safety information.		
Plan to Meet Requirements:	The organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.		
Responsible Authority:	EHS Specialist	Results:	Compliant
Accessibility Requirement:	Accessible websites and web content		
Plan to Meet Requirements:	The organization shall ensure their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA and shall do so in accordance with the schedule set out in this section. O. Reg. 191/11, s. 14 (1).		



Responsible Authority:	Human Resources	Results:	Compliant
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Employment Standard			
Accessibility Requirement:	Recruitment, assessment, and selection processes		
Plan to Meet Requirements:	<p>The AODA policy is posted on our website. The policy specifies our commitment to accommodation due to disability during the recruitment process. Additionally, Accuristix posts job vacancies on various job boards with notifications of the availability of accommodation during the recruitment process.</p> <p>Upon offer of employment, Accuristix shall notify the successful applicant of its policies for accommodating employees with disability.</p> <p>Where, by reason of a disability, an applicant requests accommodation in respect of an assessment or selection process, Accuristix will consult with the applicant for the purposes of determining an appropriate accommodation up to the point of undue hardship.</p>		
Responsible Authority:	Recruiter	Results:	Compliant
Accessibility Requirement:	Informing employees of supports		
Plan to Meet Requirements:	<p>AODA &amp; Multi Year Accessibility Policy which includes information on the availability of accommodation during employment, IAP and Return to Work plans are assigned to all employees through ZenQMS as they commence employment.</p> <p>Management is expected to audit compliance of ZENQMS training to ensure associates complete all assigned training material.</p>		



	As policies are updated, Human Resources will assign the revise training to all personnel in ZenQMS.		
Responsible Authority:	Human Resources	Results:	Complaint
Accessibility Requirement:	Accessible formats and communication support for employees		
Plan to Meet Requirements:	<p>Upon request the organization shall consult with the employee to provide accessible formats and communication supports for the information needed to perform the employee’s job and the information generally available to employees in the workplace.</p> <p>The company however reserves the right to determine the Accessible Format or Communication Support that will be provided.</p>		
Responsible Authority:	Human Resources	Results:	Compliant
Accessibility Requirement:	Workplace emergency response information		
Plan to Meet Requirements:	<p>Upon disclosure of a disability, the organization will work in conjunction with the employee to develop an individual emergency plan if required.</p> <p>Employees will complete a self-assessment worksheet and work in conjunction with management and HR to develop an emergency response plan.</p> <p>The plan will assist in identifying barriers that could arise in an emergency and provide suggestions on how to overcome them.</p> <p>With the employee’s consent, the company shall provide the workplace emergency response information to the person designated to aid the employee in emergency situations.</p>		
Responsible Authority:	Human Resources	Results:	Compliant





Accessibility Requirement:	Documented individual accommodation plans.		
Plan to Meet Requirements:	The written process for the development of a documented individual accommodation is outlined in our "Return to Work Program." The program is assigned to all employees to review in ZenQMS.		
Responsible Authority:	Human Resources	Results:	Compliant
Accessibility Requirement:	Return to work process.		
Plan to Meet Requirements:	<p>The return to work process includes steps taken to facilitate the development of any required individual accommodation plan on return.</p> <p>This is outlined in our Return-to-work Program. The policy is assigned to all employees to review in ZenQMS.</p>		
Responsible Authority:	Human Resources	Results:	Compliant
Accessibility Requirement:	Performance management process		
Plan to Meet Requirements:	Performance Management takes into account accessibility needs and written IAP.		
Responsible Authority:	Reporting Manager & Human Resources	Results:	Compliant



Accessibility Requirement:	Career development and advancement		
Plan to Meet Requirements:	Career Development and Advancement process to take into account accessibility needs and IAP's.		
Responsible Authority:	Reporting Manager and Human Resources	Results:	Compliant
Accessibility Requirement:	Redeployment		
Plan to Meet Requirements:	Redeployment process takes into account accessibility needs and IAP's.		
Responsible Authority:	Human Resources	Results:	Compliant

Design of Public Spaces (Accessibility Standards for the Built Environment)			
Accessibility Requirement:	Make exterior paths of travel accessible.		
Plan to Meet Requirements:	When constructing new or redeveloping existing exterior paths of travel the company shall ensure that new and redeveloped exterior paths of travel meet the requirements as outlined in the regulation O. Reg. 413/12, s. 6		
Responsible Authority:	EHS Specialist	Results:	Compliant



Accessibility Requirement:	Make parking accessible.		
Plan to Meet Requirements:	The organization shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out in O. Reg. 413/12, s. 6.		
Responsible Authority:	EHS Specialist	Results:	Compliant
Accessibility Requirement:	Make service counters, queuing guides and waiting areas accessible.		
Plan to Meet Requirements:	When constructing new waiting areas or redeveloping an existing waiting area, Accuristix will comply with requirements as set out in O. Reg. 413/12, s. 6.		
Responsible Authority:	EHS Specialist	Results:	Compliant
Accessibility Requirement:	Maintain the accessible parts of your public spaces.		
Plan to Meet Requirements:	Accuristix has procedures for dealing with temporary disruptions in place. This is outlined in our AODA policy.		
Responsible Authority:	EHS Specialist	Results:	Compliant

Customer Service Standards	
Accessibility Requirement:	Develop, implement, and maintain policies regarding the provisions of goods, services, or facilities to persons with disabilities.



Plan to Meet Requirements:	Customer Service Standard is included in AODA policy and is assigned to all employees to review in ZenQMS.  A copy of the policy is also posted on our website.		
Responsible Authority:	Human Resources	Results:	Compliant
Accessibility Requirement:	Prepare one or more documents describing the accessible customer service policies, provide on request, and notify that the documents are available on request.		
Plan to Meet Requirements:	Customer Service Standard is included in AODA policy and is assigned to all employees to review in ZenQMS.  The copy of the policy is also posted on our website.		
Responsible Authority:	Human Resources	Results:	Compliant
Accessibility Requirement:	Ensure that a person with a disability is permitted to enter the premises with their service animal and to keep the animal with them unless the animal is otherwise excluded by law from the premises.		
Plan to Meet Requirements:	The organization provides training to Team members on the requirement that Guide Dog or Service Animal are permitted to accompany the client while on premises open to the public. In addition, members of the team are trained to identify a Guide Dog or Service Animal and how to interact with a client who is accompanied by a Guide Dog or Service Animal.		
Responsible Authority:	Human Resources	Results:	Compliant
Accessibility Requirement:	Ensure that other measures are available to enable a person with a disability to obtain, use, or benefit from Accuristix's goods, services, or facilities if the person's service animal is excluded from the premises.		



Plan to Meet Requirements:	Team members are trained on what steps to take in the rare circumstance that the Guide Dog or Service Animal may be excluded by law and how to handle a circumstance in which the presence of a Guide Dog or Service Animal is problematic for Team members or for another client (e.g., if the individual has a fear or allergy to the Guide Dog or Service Animal).		
Responsible Authority:	Human Resources	Results:	Compliant
Accessibility Requirement:	Ensure that a person with a disability and their support person are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises		
Plan to Meet Requirements:	<p>Clients requiring support persons are permitted on company premise provided they are accompanied by an Accuristix's team member.</p> <p>Team members are provided with training on how to identify a Support Person and how to communicate and interact with a client who is accompanied by a Support Person.</p>		
Responsible Authority:	Human Resources	Results:	Compliant
Accessibility Requirement:	Require a person with a disability to be accompanied by their support person only for a valid health and safety reason and after consulting with the person with a disability		
Plan to Meet Requirements:	This requirement is outlined in our AODA policy under Customer Service Standards.		
Responsible Authority:	Human Resources	Results:	Compliant
Accessibility Requirement:	Provide notice of any temporary disruption to services that may affect persons with disabilities		
Plan to Meet Requirements:	All team members are responsible for reporting any service or facility disruptions to their clients/ customers that may be affected.		



Responsible Authority:	All team members that are client facing.	Results:	Compliant
Accessibility Requirement:	Prepare a document on temporary disruption of services, provide document on request, notify that the document is available on request		
Plan to Meet Requirements:	Verbally notifying customers when they make a reservation or appointment or by any other method that may be reasonable under the circumstances. Providing document on request.		
Responsible Authority:	All Team Members	Results:	Compliant
Accessibility Requirement:	Provide accessible customer service training to all staff.		
Plan to Meet Requirements:	<p>This requirement is outlined in our AODA policy under Customer Service Standards.</p> <p>All members are provided with AODA customer Service Standards training via HR Downloads and assigned the AODA training (CSR standard included) via ZenQMS.</p>		
Responsible Authority:	Human Resources	Results:	Compliant
Accessibility Requirement:	Provide training on changes to policies to staff on an ongoing basis and keep records of training		
Plan to Meet Requirements:	All team members shall be assigned policies via ZenQMS as they are updated or changed.		
Responsible Authority:	Human Resources	Results:	Compliant
Accessibility Requirement:	Prepare a document on the training policy, provide a copy of the document on request, notify that the document is available on request		



Plan to Meet Requirements:	Training records and policies are maintained in ZenQMS.  HR Downloads training certificates will be placed in employee files.		
Responsible Authority:	Human Resources	Results:	Compliant
Accessibility Requirement:	Establish a feedback process for providing goods, services, or facilities to persons with disabilities		
Plan to Meet Requirements:	Feedback process is outlined in our AODA policy under Customer Service Standards which is posted on our website.		
Responsible Authority:	Human Resources	Results:	Compliant
Accessibility Requirement:	Prepare a document on the feedback process, provide a copy of the document on request, notify that the document is available on request		
Plan to Meet Requirements:	Information about the organizations feedback procedure is on our AODA policy which is posted on our website and will be provided in an Accessible Format or with a Communication Support upon request.		
Responsible Authority:	Human Resources	Results:	Compliant
Accessibility Requirement:	Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support		
Plan to Meet Requirements:	Team members receive training on the obligation to provide this documentation and how to consult with a person making the request regarding the Accessible Format or Communication support that would meet that person’s individual needs.		
Responsible Authority:	Human Resources	Results:	Compliant

**Review and Update**

This document must be reviewed and updated by Jan 01, 2026.