

## Workopolis

### Statement of Organizational Commitment and Accessibility

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#### 1. Purpose

The purpose of the Accessible Customer Service Policy (the “Policy”) is to ensure accessibility for persons with disabilities by identifying, removing and preventing barriers that might interfere with the ability to obtain the goods and services provided by Workopolis.

#### 2. Application

The Policy shall apply to every person who deals with members of the public or other third parties on behalf of Workopolis, whether that person does so as an employee, independent contractor, agent, volunteer, or otherwise. The Policy shall also apply to every person involved in the development of policies, procedures and practices pertaining to the provision of goods and services by Workopolis.

#### 3. Availability of Documents

All documents required by *Ontario Regulation 429/07 Accessibility Standards for Customer Service* are to be made available upon request. A notice to this effect will be posted on the Workopolis website. If any such document is to be provided to a person with a disability, Workopolis will give the person the document, or the information contained in the document, in a format that takes into account that person’s disability.

#### 4. Procedures: Assistive Devices, Communication, Service Animals, Support Persons

Workopolis will recognize and accommodate persons requiring the use of assistive devices, service animals and support persons to access Workopolis services in accordance with applicable legislation, policy and procedures.

##### ***Assistive Devices***

The use of assistive devices by individuals as required, in accessing Workopolis services is recognized unless otherwise prohibited due to health and safety or privacy issues.

##### ***Communication***

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

##### ***Service Animals***

The accompaniment of service animals in Workopolis areas/premises that are open to the public, when accessing Workopolis services, is recognized unless otherwise prohibited by law.

In the event that a service animal is excluded from the premises by law, the appropriate personnel shall endeavor to make other provisions available, to enable the person with a disability to obtain, use or benefit from Workopolis’ services.

### **Support Persons**

The need for a support person to support and assist an individual with a disability when accessing Workopolis services is recognized. Workopolis will ensure that both persons are permitted to enter the premises together and the person with a disability is not prevented from having access to the support person while on the premises.

## **5. Training, Service Disruption Notification, and Feedback Process**

Workopolis shall provide:

- Accessibility training in accordance with this procedure and any related practices and procedures;
- Notifications to the public as required by this policy or any applicable legislation; and
- A feedback process on the provision of Workopolis services to persons with disabilities.

### **Training**

- Workopolis shall provide training to all staff, volunteers, agents/contractors and any other individuals who interact with the public or other third parties on behalf of Workopolis. Training shall be commensurate with the level of public contact and shall include, as applicable and appropriate:
  - The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the *Accessibility Standard for Customer Service, Ontario Regulation 429/07*;
  - 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;
  - How to use assistive devices; and
  - Instruction if a person with a disability is having difficulty in accessing Workopolis services.

Training shall be provided:

- On an as-needed basis;
  - In a timely manner; and
  - On an ongoing basis to meet staff needs and to ensure compliance with applicable legislation.
- The appropriate policy and procedures shall be reviewed as part of the training program.
  - Workopolis shall keep records of the training provided in accordance with *Ontario Regulation 429/07*.

## **6. Service Disruption Notification**

Workopolis will make reasonable efforts to provide prior notice of disruptions, if possible, recognizing that in some circumstances such as in the situation of unplanned temporary disruptions, advance notice will not be possible. In all cases, Workopolis will notify customers promptly by posting a notice that includes information about the reason for the disruption, its anticipated duration and a description of alternate facilities or services that may be available. The notice will be

posted in reasonable places. When possible, disruptions that are known in advance will be posted on the Workopolis website.

## **7. Feedback Process**

Workopolis is committed to providing high quality goods and services to all of its customers. Feedback from customers and/or third parties is welcomed as it may identify areas that require change and encourage continuous service improvements.

Feedback from a member of the public about the delivery of goods and services to persons with disabilities can be provided by calling our Accessibility Officer at 416.957.8337 or emailing [accessibility@workopolis.com](mailto:accessibility@workopolis.com).