



SUBJECT: Accessibility for Ontarians with Disabilities Act	DISTRIBUTION: All Employees	APPROVED BY: for discussion
REVISION DATE: January 2016		Page 1 of 9

## THE ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) became law on June 13, 2005. Under this legislation, the government of Ontario is developing mandatory accessibility standards that identify, remove and prevent barriers for people with disabilities in key areas of daily living. The standards apply to private and public sector organizations across Ontario. The goal is for the province to be accessible by 2025. The five key areas of focus are:

1. Customer Service
2. Transportation
3. Information and Communication
4. Employment
5. Built Environment

The Customer Service Standard was the first standard to be implemented. The standard addresses business practices to provide better customer service to people with disabilities. Information and Communication, Employment and Transportation have been combined into one standard, the Integrated Accessibility Standards Regulation (IASR).

### **1. Customer Service Standard**

Every business and organization operating in Ontario that provides goods and services to the public or other organizations and has at least one employee in Ontario has to comply by January 1, 2012. To meet the requirements of the Customer Service Standard, organizations must:

1. Establish policies and procedures on providing goods or services to clients and visitors with disabilities.
2. Provide training on how to serve clients and visitors with disabilities to staff, volunteers, contractors, and anyone else who interacts with the public or other third parties on your behalf, and those involved in developing customer service policies, practices and procedures.
3. Establish a process for receiving feedback on how you provide service to clients and visitors with disabilities and how you will respond to feedback and take action on any complaints. Make information about the feedback process readily available to the public.
4. Communicate with clients and visitors with a disability in a manner that takes into account his or her disability.
5. Let the public know when facilities or services that people with disabilities usually use to access your goods or services are temporarily unavailable.
6. Let clients and visitors with disabilities bring their service animals onto any part of your premises open to the public, except where the animal is otherwise excluded by law.
7. Let clients and visitors with disabilities bring their support person with them when accessing goods or services on parts of your premises open to the public
8. Document all policies, practices and procedures to providing accessible customer service and notify the public that these documents are available upon request.

Effective January 2012, organizations with 20 or more employees will have to begin to file online accessibility reports annually with the Government of Ontario regarding their compliance with the standard.

### **Customer Service Standard –Klipfolio Policies and Procedures**



SUBJECT: Accessibility for Ontarians with Disabilities Act	DISTRIBUTION: All Employees	APPROVED BY: for discussion
REVISION DATE: January 2016		Page 2 of 9

Klipfolio has had a long-standing commitment to accessibility for visitors with disabilities. The AODA Customer Service Standard mandates to that companies meet the needs of persons with disabilities with clearly defined policies and procedures by January 1, 2012.

- Klipfolio has made reasonable efforts to ensure that its policies and procedures are consistent with the following principles, as defined by the Customer Service Standard, AODA:
- All goods and services at Klipfolio will be provided in a manner that respects the dignity, independence, integration and equal opportunity of people with disabilities.
- Dignity: service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people.
- Independence: when a person with a disability is allowed to do things on their own, without unnecessary help or interference from others.

### **Customer Service Standard – Klipfolio Policies and Procedures**

**Integration and Equal Opportunity:** Service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternate measure is necessary to enable a person with disability to access goods or services. They should not have to make significantly more effort to access or obtain service. They should also not have to accept inconvenience or lesser quality. This may mean that Klipfolio has to treat individuals slightly differently so that they can benefit fully from the services.

#### **Assistive Devices**

##### **Policy:**

Klipfolio is committed to serving people with disabilities, who use assistive devices. Assistive devices are devices that are used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations.

##### **Procedures:**

We ensure that those visitors who use assistive devices are welcome and accommodated, if required.

#### **Communicating with a Visitor with a Disability**

##### **Policy:**

Klipfolio policies and procedures take a person's disability into account when communicating with the individual. Two-way communications is a process of providing, sending, receiving and understanding information. To communicate in an effective way, Klipfolio considers how the disability affects the way that the person expresses, receives or processes communications. Where possible, Klipfolio asks the visitor directly the best way to communicate with him/her.

##### **Procedures:**

- Klipfolio uses a variety of ways, wherever possible, to make communications more accessible by:
- Considering the needs of people with disabilities during the planning stage of services and communication development;
- Using plain language to make a document easier to read for people with certain learning disabilities;
- Offering information in alternate formats, on request;



SUBJECT: Accessibility for Ontarians with Disabilities Act	DISTRIBUTION: All Employees	APPROVED BY: for discussion
REVISION DATE: January 2016		Page 3 of 9

- Hand-write or type information back and forth;
- Braille;
- Printed hand-outs of commonly used information;
- Large print;
- E-mail as an alternate channel to provide accessible communication.

### **Service Animals**

#### **Policy:**

Klipfolio is committed to welcoming visitors with disabilities who are accompanied by a trained, accredited service animal. A service animal may accompany a client or visitor or any third party with a disability to all parts of our premises that are open to the public. Service animals may be used for, but not limited to, the following disabilities: vision loss, physical disability, hearing loss, autism, and epilepsy. Although service animals are most commonly dogs, other service animals are welcome.

Klipfolio ensures that all employees and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

#### **Procedures:**

To be considered a service animal under this standard, it must either be readily apparent that the animal is being used because of a person's disability or the person with a disability may be asked to provide a letter from a physician or nurse confirming that it is required because of his or her disability.

Service animals are not pets. They are working animals. They are used by people with disabilities to overcome barriers much like assistive devices, such as a white cane or a wheelchair. Guide dogs or other service animals, including service animals in training, are allowed to accompany people with disabilities on Klipfolio' premises open to the public. If the service animal is causing a disturbance for other visitors, the person and accompanying service dog may be required to leave the Klipfolio premises. The owner is responsible to "stoop and scoop". Klipfolio anticipates there will be special situations and is prepared to make every effort to accommodate the circumstances on an individual basis, as they arise, keeping safety to all members, visitors, staff, volunteers and service animals in mind.

### **Support Persons**

#### **Policy:**

Klipfolio is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person is allowed to enter Klipfolio' premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on Klipfolio' premises. A support person is an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, and medical needs or with access to goods or services.

#### **Procedures:**

Visitors are informed of this through Klipfolio communication to the public.



SUBJECT: Accessibility for Ontarians with Disabilities Act	DISTRIBUTION: All Employees	APPROVED BY: for discussion
REVISION DATE: January 2016		Page 4 of 9

### **Temporary Disruption of Service**

#### **Policy:**

Klipfolio is aware that temporary disruptions of services (daily functions – elevators, physical operations) and programs may occur due to reasons that may or may not be within Klipfolio's control or knowledge. Klipfolio makes a reasonable effort to provide advance notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any that may be available.

#### **Procedures:**

The notice is made available for broadcasting news and updates through the following networks, as appropriate.

- Website
- Telephone recordings
- Temporary signage

In the event of an unexpected disruption, advance notice is not possible. In such cases, Klipfolio provides notice, as soon as possible, through its communication networks.

### **Process to Receive and Respond to Feedback**

#### **Policy:**

Klipfolio has a process in place for receiving and responding to feedback about how services are provided to clients and visitors with disabilities.

#### **Procedures:**

Visitors with disabilities can offer their feedback in the following ways:

- E-mail and telephone, (re-directed, as required, to the appropriate response employee);
- In writing where correspondence is re-directed to the appropriate response employee;
- In person to Klipfolio staff.
- The visitor is requested to provide their name and contact information (phone, e-mail).

Once feedback is received, the following actions are taken to respond:

- The feedback is directed to the appropriate person for action.
- The feedback is assessed for appropriate action. (Note: the customer service standard does not require a response to be provided for all feedback).
- Visitors who provide feedback can expect an answer within five business days.

The feedback process is readily available to the public through:

- A document describing the feedback process, available on request in different formats;
- Other communication networks, as appropriate.

### **Customer Service Training**

#### **Policy:**

Klipfolio provides training to all employees and volunteers and all those who are involved in the development and approvals of customer service policies and procedures for clients and visitors with disabilities. Klipfolio ensures that third parties and others who deal with the public have the required AODA training.



SUBJECT: Accessibility for Ontarians with Disabilities Act	DISTRIBUTION: All Employees	APPROVED BY: for discussion
REVISION DATE: January 2016		Page 5 of 9

**Procedures:**

The staff is trained by Klipfolio. New staff and volunteers will also receive training. This training will be provided as soon as practicable or as soon as it can be done in the circumstances, after an employee or volunteer commence their duties.

The training content required by the Customer Service Standard includes the following:

- The history of the legislation and the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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.
- How to use the assistive devices available on the Klipfolio premises or otherwise that may help with the provision of goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Klipfolio' services.
- Klipfolio' policies and procedures relating to the customer service standard.

On-going training in connection with any changes to Klipfolio's policies and procedures governing the provision of services to people with disabilities is provided.

An evaluation process is in place for continuous improvement in training content and delivery. Training is recorded for staff and includes name, date and content.

**Posting of Documents**

**Policy:**

Notices are posted, informing the public that the documents required by the Customer Service Standard are available upon request and will be provided in a format that takes a person's disability into account.

**Procedures:**

- Documents are available through the following networks, as appropriate:
- Website
- Publications
- Signage



SUBJECT: Accessibility for Ontarians with Disabilities Act	DISTRIBUTION: All Employees	APPROVED BY: for discussion
REVISION DATE: January 2016		Page 6 of 9

## 2. Integrated Accessibility Standards Regulation (IASR)

Klipfolio is committed to using reasonable efforts to ensure it achieves the accessibility needs of person with disabilities in the provision of information and communications in its hiring and employment practices.

This policy has been developed to comply with the Integrated Accessibility Standards Regulations, specifically:

- Addressing barriers that persons with disabilities face in the areas of information and communications, and employment.
- Training employees and anyone who provides services on behalf of Klipfolio, and those who participate in developing the organization's policies, on accessibility standards and the Human Rights Code as it pertains to persons with disabilities.

This policy governs how Klipfolio will achieve the accessibility needs of persons with disabilities in the provision of information and communications in its hiring and employment practices.

The policy applies to Klipfolio employees, contracted employees and to all persons who participate in the development of Klipfolio's policies, practices and procedures governing information and communications and recruitment and employment.

### Definitions

*“Information”* includes data, facts and knowledge that exists in any format including text, audio, digital or images, and that conveys meaning.

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

*“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.

*“Communication supports”* may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications

### Core Principles and Purpose of Integrated Standards for Accessibility

This policy addresses the following:

1. Accessible Formats and Communication Supports
2. Individualized Emergency Support Plan
3. Employment
  - a) Recruitment
  - b) Informing Employees of Supports
  - c) Accessible Formats and Communication Supports for Employees

SUBJECT: Accessibility for Ontarians with Disabilities Act	DISTRIBUTION: All Employees	APPROVED BY: for discussion
REVISION DATE: January 2016		Page 7 of 9

- d) Performance Management
  - e) Career Development and Advancement
  - f) Redeployment
4. Training

## **1. Accessible Formats and Communication Supports**

Klipfolio will, upon request, provide or arrange for the provision of accessible formats and communications supports for persons with disabilities:

- a. In a timely manner that takes into account the person's accessibility needs;
- b. At a cost that is no more than the regular cost charged to other persons;
- c. Consult with the person making the request in determining the suitability of an accessible format or communication support.

Exceptions, the IASR does not apply to:

- a. Product and product labels
- b. Unconvertible information and communications
- c. Information that Klipfolio does not control directly or indirectly through a contractual relationship

## **2. Individualized Emergency Support Procedures**

Klipfolio will provide individualized workplace emergency response information to employees who have a disability if necessary and when Klipfolio is aware of the need for accommodation due to the employee's disability.

If the employee who received individualized emergency response information requires assistance, and with the employee's consent, Klipfolio will provide the emergency response information to the person designated by the employer with the employee's consent. Klipfolio will provide this information as soon as practicable after becoming aware of the need for accommodation due to the employee's disability.

Klipfolio will review the individualized workplace emergency response information when:

- a. The employee moves to a different location in the organization;
- b. The employee's overall accommodations needs or plans are reviewed
- c. When Klipfolio reviews the general emergency response policies

## **3. Employment**

### **a. Recruitment**

- Notify its employees and the public about the availability of accommodation for applicants with disabilities in our recruitment process.
- Job applicants who are selected to participate in an assessment or selection process including testing (if required), will be notified that accommodations are available upon request.
- Suitable accommodations in relation to the materials or processes to be used will be made.
- On request, Klipfolio 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.



SUBJECT: Accessibility for Ontarians with Disabilities Act	DISTRIBUTION: All Employees	APPROVED BY: for discussion
REVISION DATE: January 2016		Page 8 of 9

- When making offers of employment, Klipfolio will notify the successful applicant of Klipfolio's policies for accommodating employees with disabilities

**b. Informing Employees of Supports**

- Klipfolio will inform employees of the policies to support employees with disabilities, including policies on the provision of accommodations that take into account an employee's accessibility needs due to disability.
- Klipfolio will meet with employees as requested, to provide or arrange for the provision of accessible formats and communication supports for information required for jobs or generally available in the workplace.

**c. Accessible Formats and Communication Supports for Employees**

- Klipfolio will, upon request, provide or arrange for the provision of accessible formats and communications supports for persons with disabilities for:
  1. Information to perform their jobs
  2. Information that is generally available to employees in the workplace

**d. Performance Management**

- Klipfolio will take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when using our performance management process in respect of individuals with disabilities, including:
  1. Information that is needed to perform the employee's job
  2. Information that is generally available to employees in the workplace
  3. Consult with the employee making the request in determining the suitability of an accessible format or communication support

**e. Career Development and Advancement**

- Klipfolio will take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.

**f. Redeployment**

- When Klipfolio uses redeployment as an alternative to layoff, and reassigns employees to other jobs or departments within the organization, Klipfolio will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.



SUBJECT: Accessibility for Ontarians with Disabilities Act	DISTRIBUTION: All Employees	APPROVED BY: for discussion
REVISION DATE: January 2016		Page 9 of 9

#### 4. Training

Klipfolio will provide training to employees, volunteers and others who deal with the public or third parties on their behalf.

Training will include:

- An overview of any pertinent Accessibility legislation and the requirements of the standards
- Klipfolio's plan related to provision of information and communications in its hiring and employment practices.
- What to do if a person with a disability requires support accessing these practices.

Additional training will be provided as required to notify employees and others when changes are made to the policy.

Employees responsible for the development of the Accessibility Policy will also receive the required accessibility training.

#### FEEDBACK PROCESS

Klipfolio is committed to providing accessible information and support to employees and employment candidates with disabilities. Comments on how well Klipfolio achieves this goal are welcomed and appreciated.

Feedback from employees and candidates with disabilities can be made by telephone, in person, in writing, in electronic format (e.g. e-mail) or through other relevant methods.

All feedback will be directed to:

176 Gloucester Street, Suite 200, Ottawa, ON K2P 0A6

Tel: 613-233-6149

Email: [info@Klipfolio.com](mailto:info@Klipfolio.com)

Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve Klipfolio services. In most cases, a response to the feedback will be provided within 30 working days. Feedback and/or responses will be delivered in a format that is accessible to the complainant.

#### POLICY REVIEW

This policy will be reviewed at least annually.