

This Integrated Accessibility Standard has been developed in accordance with the *Integrated Accessibility Standards (Ontario Regulation 191/11)*, consolidated with the *Accessibility Standards for Customer Service (Ontario Regulation 429/07)* revoked or spent July 1, 2016.

This standard applies to Ainley & Associates Limited and Ainley Graham & Associates Limited (collectively “Ainley Group”) as required for the implementation of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

1 Statement of Commitment

Ainley Group is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and are committed to meeting the needs of people with disabilities in a timely manner. We will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario’s accessibility laws.

Ainley Group is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Ainley Group understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Ainley Group is committed to excellence in serving and providing goods, services or facilities to 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.

2 Training

Ainley Group is committed to training all staff and volunteers in accessible customer service, other Ontario’s accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization’s policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization

Training will be provided in a way that best suits the duties of employees, volunteers, and Board of Directors.

Training will include the following:

- The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards

- Ainley Group's policies, practices and procedures relating to the Customer Service Standards
- 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 any assistive devices on our premises, if applicable, 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 Ainley Group's goods, services or facilities

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies, practices and procedures.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

3 Providing Goods and Services to People with Disabilities

Ainley Group is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Assistive Devices

People with disabilities may use their personal assistive devices for the purpose of obtaining, using and benefiting from our services.

In cases where the assistive device presents a significant and unavoidable health or safety concern, we will work with the individual to identify other measures that can be used to ensure the person with a disability can access our services or premises.

3.2 Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who work with customers and clients on how to interact and communicate with various types of disabilities.

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

3.3 Telephone Services

We are committed to providing fully accessible telephone service to our customers. We will train staff and volunteers to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers and clients by alternate methods if telephone communication is not suitable to their communication needs or is not available.

4 Service Animals

We welcome people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and where the animal is not prohibited by governing law.

Where it is not readily apparent that an animal is a service animal, our staff may ask the owner to provide appropriate supporting documentation.

Staff who deal with the public will be trained on how to interact with people with disabilities who are accompanied by a service animal.

5 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. 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 our premises.

6 Maintenance of Accessible Elements in Public Spaces

In the event there is an accessible element of a public space that Ainley Group is required to maintain, the office that is required to maintain that element shall keep the element in good working order. In the event the public space becomes unavailable due to preventative or emergency maintenance, an alternative access plan will be drawn up that gives consideration to accessibility and posted in an area accessible to public.

7 Notice of Temporary Disruption

Ainley Group will provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The way we provide the notice will be determined by the nature of the problem. It will be provided in an accessible format.

We will follow this same process for dealing with temporary disruptions to any accessible elements in any public space that Ainley Group maintains.

We will always try to make alternative arrangements to provide service where possible.

8 Notice of Availability of Documents

All documents required by the Accessibility Standards for Customer Service, including this Integrated Accessibility Standards Policy, notices of temporary disruptions, training records, and written feedback processes are available upon request. Notification will be given by posting the information in a conspicuous place owned and operated by Ainley Group, our website and/or any other reasonable method.

Ainley Group will provide these documents 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.

9 Information and Communications

Ainley Group is committed to meeting the communication needs of people with disabilities. We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency and safety information.

If we determine that information or communications are unconvertible, we will provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

Ainley Group will consult with people with disabilities to determine their information and communication needs.

Ainley Group's website and web content will meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

10 Employment

Ainley Group is committed to fair and accessible employment practices.

We will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired.

If needed, we will create an individual accommodation plan and/or workplace emergency information for any employees who have a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

We will provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

Our performance management, career development, redeployment, and return-to-work processes will take into account the accessibility needs of employees with disabilities.

11 Changes to Existing Policies

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

This document is publicly available. Accessible formats are available upon request.

12 Feedback Process

Ainley Group welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback regarding the way Ainley Group provides goods and services to people with disabilities can be made to our Corporate Head Office by e-mail, by telephone, or in writing at the following address:

AODA@ainleygroup.com
Corporate Communications
c/o Ainley Group
280 Pretty River Parkway
Collingwood, Ontario L9Y 4J5
Tel: (705) 445-3451 ext. 121

All feedback will be directed to management and an acknowledgment of the message can be expected within five (5) business days.

Ainley Group ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.