

## **Integrated Accessibility Standards Policy**

### **Statement of Commitment**

Entegrus is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

### **Customer Service**

Entegrus is committed to providing excellent service to customers with disabilities. Consideration will be given to the customer's needs, while preserving the principles of dignity, independence, integration, and equal opportunity. Accessible customer service considerations include communication, use of assistive devices, support animals, and support persons.

### **Accessible Emergency Information**

Entegrus is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

### **Training**

Entegrus will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provide in a way that best suits the duties of employees, volunteers and others.

### **Information and Communications**

Entegrus is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. Accessible communication provisions include web-based information and feedback processes.

### **Employment**

Entegrus is committed to fair and accessible employment practices throughout the staff recruitment, hiring, placement, accommodation and re-deployment processes.

### **Design of Public Spaces**

Entegrus will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces, and as required by law.

**Multi-Year Accessibility Plan**

This policy is implemented through Entegrus' Multi-Year Accessibility Plan. The plan sets out the means by which Entegrus meets its obligations under the Integrated Accessibility Standards Regulation. The plan addresses current barriers to accessibility and the measures and procedures to overcome future barriers. The Multi-Year Accessibility Plan will be reviewed and, if necessary, updated at least once every five years.

Signed by:



Date: December 17, 2014

Accessible formats of this document are available free upon request.