



**Title: National Service Solutions Information and Communications standard**  
(Ontario Regulation 191/11 Integrated Accessibility Standards)

**Date of Issue: December 1, 2014**

**Location: National Service Solutions**

**Review / Revise Date: January 1, 2021**

### **Purpose**

The policy is intended to meet the requirements of the Integrated Accessibility Standards Regulation in the areas of Information and Communications and Employment, Ontario Regulation 191/11 under the Accessibility for Ontarians with Disabilities Act, 2005.

National Service Solutions is committed in sending and receiving information and communications accessible and removing barriers to joining the workforce.

National Service Solutions will strive at all times to provide its services and opportunities in a way that respects the dignity and independence of people with disabilities, and implement accessibility standards in all of its practices.

### **Scope**

This policy applies to the provision of sending and receiving information and communications accessibility and removing barriers joining the workforce at all premises owned and operated by National Service Solutions. The policy applies to employees, agents and/or contractors who deal with the public or other third parties that act on behalf of the Company, including when the services occurs off Company premises.

This policy shall also apply to all persons who participate in the development of the Company's policies, practices and procedures governing the information and communications and employment provision.

This policy will be implemented in accordance with the time frames established by the Regulation.

### **Definitions**

**Disability** – the term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.
- a condition of mental impairment or a developmental disability.
- a learning disability or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- a mental disorder
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

**Assistive Device** – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading, such as a wheelchair, walker or a personal oxygen tank, etc.



Support Person – in relation to a person with a disability, is another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

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

Mobility Aid - means a device used to facilitate the transport, in a seated posture, of a person with a disability

Mobility Assistive Device - means a cane, walker or similar aid.

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

Conversion Ready - means an electronic or digital format that facilitates conversion into an accessible format.

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

## **Management Responsibilities**

It is the responsibility of Managers, Supervisors and Foremen to ensure that all employees conduct themselves in an appropriate manner and abide by all of the Company's policies, procedures, and practices. Additionally, Managers, Supervisors and Foremen have the responsibility to maintain a professional work environment, and to ensure that it is conducive to, and encourages, appropriate associate behaviors' and conduct.

## **General**

National Service Solutions 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. In accordance with the Information and Communication Standard, Ontario Regulation 191/11, this policy addresses the following:

### **1) Information and Communication Standard**

When providing information to, or communicating with, a person with a disability, we will provide, on request, the information and communication in an accessible format or with a communication support. We will work in consultation with the person with the disability to provide them with the information in a manner that takes into account the person's disability.

### **2) Accessible Website**

We are committed to working towards an accessible website and website content that will comply with the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA standards.



### 3) Training

National Service Solutions will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the Human Rights Code as it pertains to persons with disabilities, to:

- All its employees.
- All persons who participate in developing the organization's policies.

The training provided shall be appropriate to the duties of the required employees or required other third parties that act on behalf of the Company.

Employees will be trained when changes are made to the Integrated Accessibilities Standard.

Record of Training:

A record of the training will be kept for each required employee or required other third parties that act on behalf of National Service Solutions.

### 4) Notice of Availability and Format of Documents

Notification of the availability of documents related to the Accessibility Standards for Information and Communications and Employment, Ontario Regulation 191/11 is available upon request on our internal intranet service and/or by any other reasonable method.

### 5) Workplace Emergency Response Information

National Service Solutions will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if the organization is aware of the need for accommodation due to the employee's disability. The organization will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance the organization, will, with the consent of the employee, provide the workplace emergency response information to the person designated by the organization to provide assistance to the employee.

National Service Solutions will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed, and, when the organization reviews its general emergency response policy.

### 6) Accessibility Plan

- The accessibility plan will outline the steps that National Service Solutions will take to prevent and remove barriers to accessibility and how the requirements of the regulation will be met.
  1. Establish, implement, document, and maintain a multi-year accessibility plan.
  2. Post the accessibility plan on our intranet system, and provide the plan in an accessible format upon request.
  3. Review and update the accessibility plan at least once every five years.

### Non - Compliance

Failure to comply with this policy may result in disciplinary action up to and including termination.



**Communication**

All new employees will be informed of this policy during orientation.

**Approval**

A handwritten signature in black ink, appearing to read "Roch Hurtubise", is written over a white background.

Roch Hurtubise  
National Accounts Manager

A handwritten signature in black ink, appearing to read "Alana Bissonnette", is written over a white background.

Alana Bissonnette  
Human Resources Manager