

1.14	Employment	Issued:	June 17, 2011
Subject:	ACCESSIBILITY	Effective:	June 17, 2011
Issued to:	All Staff	Revision	Dec 11, 2023
Issued by:	Human Resources		

This policy is available in alternate formats upon request.

1. INTRODUCTION

1.01 The Government of Ontario supports the full inclusion of persons with disabilities as set out in the *Canadian Charter of Rights and Freedoms*, *Ontario Human Rights Code*, the *Ontarians with Disabilities Act, 2001* (OADA) and the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). It is the goal of the Ontario government to make Ontario barrier-free by 2025.

The Accessibility Standards for Customer Service, Ontario Regulation 429/07 (also referred to as the accessible customer service regulation or the “customer service standard”), came into force on January 1, 2008. It is the first accessibility standard created under the authority of the AODA and is a significant step toward the overarching goal of a barrier-free Ontario.

Accessibility standards will set requirements in a number of other key areas and will be reviewed at least every five years. New requirements may be added over time. Whenever new or revised standards are developed under the AODA, this document will be reviewed and updated as necessary to ensure consistency.

Updated information about the AODA and accessibility standards is available at:

<https://www.ontario.ca/page/about-accessibility-laws>

Contact AODA Contact Centre at 416-849-8276 or TTY: 416-326-0148 or online:

<https://www.ontario.ca/feedback/contact-us?id=51354&nid=53074>

2 POLICY

2.01 i3 International is committed to the fundamental principles of equal employment opportunity. i3 International strives at all times to provide goods and services in a way that respects the dignity and independence of persons with disabilities. We are committed to treating people fairly, with respect and dignity. We are committed to ensuring that customers with disabilities receive accessible goods and services with the same quality and timeliness as others do.

3 PURPOSE

3.01 The purpose of this policy is to give direction to staff to enable i3 International Inc. to meet the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07 under AODA.

4 SCOPE

4.01 This Statement of Policy and Procedure applies to all employees in Ontario.

5 RESPONSIBILITY

5.01 Each individual is responsible for ensuring the principles outlined in paragraph 2.0 are adhered to throughout all business activities.

6 DEFINITIONS

6.01 The following definitions are applicable under this policy.

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 clients bring with them that might assist in hearing, seeing,

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communicating, moving, breathing, remembering, and/or reading, such as a wheelchair, walker, a personal oxygen tank, etc.

Disability:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defects, 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 an insurance plan established under relevant provincial legislation.

Guide Dog: is a highly trained working dog that has been trained to provide mobility, safety and increased independence for people who are blind.

Service Animal/Service Dog: an animal is a service animal/service dog for a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a medical practitioner confirming that the person requires the animal for reasons relating to the disability.

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

7 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility Standards for Customer Service, Ontario Regulation 429/07
 Ontario *Human Rights Code*
 1.1 – Employment Principles

8 PROCEDURE

Providing Goods and Services to People with Disabilities

i3 International Inc. is committed to excellence in serving all customers including people with disabilities. We will make every reasonable effort to ensure that our policies, practices and procedures are consistent with the principles of *dignity, independence, integration* and *equal opportunity* by:

- Ensuring that all persons receive the same value and quality;
- Allowing persons with disabilities to do things in their own ways, at their own pace when accessing goods and services so long as this does not present a safety risk;
- Using alternative methods, when possible, to ensure that persons with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the client’s disability.

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Assistive devices

Persons with disabilities may use their own assistive devices as required when accessing goods and services provided by i3 International. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

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

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. The person is responsible for maintaining care and control of the animal at all times. If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, we will make all reasonable efforts to meet the needs of all individuals.

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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities a notice will be posted on our website as well as postings on the doors and telephones will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Training for staff

The Human Resources Department will arrange for or provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Individuals in all departments within the Toronto Head Office will be trained. Thereafter it will be included as part of the Orientation and on-boarding process for all new recruits to the Company. Training will include:

- An overview of AODA and the requirements of the customer service standard
- i3 International Inc.'s plan related to 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
- What to do if a person with a disability is having difficulty in accessing i3 International's goods and services
- A review of i3 International's policies, procedures and practices pertaining to providing accessible client service to persons with disabilities

Staff will also be trained when changes are made to the plan.

1.0 Employment Policies

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Feedback process

Customers who wish to provide feedback on the way i3 International Inc. provides goods and services to people with disabilities can contact our Human Resources Department at:

i3 International Inc. – Human Resources Department
780 Birchmount Road, Unit 16
Scarborough, ON M1K 5H4
416-261-2266
1-866-840-0004

Feedback can be provided via confidential e-mail, voicemail, verbally or mail. Customers can expect to hear back within 2 business days. Complaints will be addressed according to our organization’s regular complaint management procedures.

Modifications to this or other policies

Any i3 International Inc. policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

8 ATTACHMENTS

None.

Revision Date	Description	Revised By:
Dec 11, 2023	Updated AODA website and contact number	Grace Baba
Dec 18, 2023	Updated AODA website, changed response time to 2 business days	Olga Skelly