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# ACCESSIBILITY POLICY

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## INTENT

Clearford 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 we are committed to meeting the needs of people with disabilities in a timely manner.

## GENERAL STANDARDS

### TRAINING

We are 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 all persons who participate in developing the organization's policies and all other persons who provide goods, services or facilities on behalf of the organization

### ASSISTIVE DEVICES

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

### COMMUNICATION

We will work with the persons with disabilities to determine what method of communication works for them.

### SERVICE ANIMALS

Service animals are welcome on the parts of our premises that are open to the public and third parties. Service animals may be restricted in some areas, either by regulations or where it is deemed unhealthy or unsafe.

### 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.

In certain cases, Clearford may require a person with a disability to be accompanied by a support person for their health and safety, or the health and safety others on the premises.

Before making a decision, Clearford will consult with the individual with the disability to understand their needs and make health and safety considerations based on available evidence, to determine if there is no other reasonable way to protect the person or others on the premises.

## DOCUMENTATION

Clearford will provide 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.

## INFORMATION AND COMMUNICATIONS

We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports. We will provide this information in a timely manner and at no additional cost.

We will consult with the person making the request in determining the suitability of an accessible format or communication support.

## RECRUITMENT

We notify job applicants, and the public that accommodations can be made during recruitment and hiring.

Once an accommodation request has been received, we will consult with the applicants and successful candidates to provide or arrange suitable accommodation. We will consult with the individual when arranging for the provision of suitable accommodation in a manner that considers their accessibility needs.

## EMPLOYMENT

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment.

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

Once an accommodation request has been received, we will consult with the employee to provide or arrange suitable accommodation. We will consult with the individual when arranging for the provision of suitable accommodation in a manner that their accessibility needs.

Where needed, Clearford 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.

## FEEDBACK PROCESS

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

Feedback may be provided in the following ways:

Company Website: <https://www.clearford.com/about-us/contact/>

Telephone: 613-599-6474

## POLICY REVIEW

Clearford reviews our policies on an annual basis. Clearford reserves the right to amend or modify this policy at any time, without notice, while ensuring compliance with all applicable laws and regulations. Where possible, the company will provide advance notice of any changes to this or any policy.

All new, current, and updated policies are immediately made available to employees via the Clearford Intranet and communicated to employees, via email.