

# Quanser's AODA Policy and Procedures

## 1. Purpose

In compliance with the Accessibility for Ontarians with Disabilities Act, 2005, the purpose of this policy is to outline responsibilities of employees of Quanser Consulting Inc. (Quanser) in providing goods, services and opportunities to people with disabilities.

## 2. Scope

This policy applies to all Quanser employees.

## 3. Policy

### *3.1 Our commitment*

Quanser strives at all times to provide its goods, services and opportunities in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to benefit from the same services and opportunities, in the same place and in a similar way as others.

### *3.2 Providing goods, services and opportunities to people with disabilities*

Quanser is committed to excellence in serving all, including people with disabilities.

This commitment is demonstrated in the areas of:

### **3.2.1 Communication**

We communicate with people with disabilities in ways that take into account their disability. We train staff personnel on how to interact and communicate with people with disabilities. We are committed to ensure that our website is monitored and review, and where appropriate, updated to implement required changes to ensure that we meet the requirements of the WCAG 2.0, Level A guidelines; and to continue to and phase in the changes necessary to comply with the WCAG 2.0, Level AA guidelines by 2021.

### **3.2.2 Telephone services**

We train staff personnel to communicate over the telephone in clear and plain language and to speak clearly and slowly.

### **3.2.3 Assistive devices**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We ensure that our staff is trained and familiar with various assistive devices that may be used by people with disabilities while accessing our goods, services or opportunities.

### **3.2.4 Billing**

We are committed to providing accessible invoices to all of our customers. Invoices will be provided in alternative format upon request. We will answer any questions customers may have about the content of the invoice by telephone or email.

### **3.2.5 Use of service animals**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. We will also ensure that all staff personnel are properly trained in how to interact with people with disabilities who are accompanied by a service animal. Every effort will be made to ensure that any offsite event venues are compliant with Quanser's commitment regarding service animals.

### **3.2.6 Support persons**

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Quanser's premises or offsite event venues with his or her support person. 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 or premises operated by Quanser for event purposes.

### **3.2.7 Employment**

We are committed to welcoming people with disabilities with respect to recruitment, employment, training, career development and career progression.

### **3.2.8 Facilities**

We are committed to ensuring that our premises and related services are welcoming and accessible to people with disabilities. As appropriate, we are willing to provide necessary alterations to our facilities to accommodate people with disabilities.

#### ***Notice of temporary disruption***

Quanser 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.

## **4. Procedure**

### ***4.1 Training for staff***

Quanser provides disability related accessibility training to all employees. Training is developed and delivered in various formats.

Training includes the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the integrated 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 learn about the use of various assistive devices.
- What to do if a person with a disability is having difficulty in accessing Quanser's goods and services.

- Quanser’s policies, practices and procedures relating to the integrated standards.

Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

## *4.2 Modifications to this or other policies*

All Quanser policies and procedures will be developed or updated so as to respect and promote the dignity and independence of persons with disabilities.

## *4.3 Feedback process*

The ultimate goal of Quanser is to meet and exceed expectations of people with disabilities. Comments regarding how well those expectations are being met are welcomed and appreciated. Please complete the **Customer Feedback Form** on our website and a member of our HR team will be in touch. If you have questions, call Cheryl Persaud, Director of Human Resources, at **905-940-3575 ext. 254** or by email to [hr@quanser.com](mailto:hr@quanser.com). All feedback is directed to Human Resources and responses will follow within ten business days.