

Altis Accessibility Policy

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Statement of Commitment

Altis Recruitment & Technology Inc. (operating as Altis Recruitment) believes in equal opportunity for all. We are committed to excellence in serving all individuals, including those with disabilities, and treating all people in a way that allows them to maintain their dignity and independence. We commit to meeting the needs of people with disabilities in a timely manner, preventing and removing barriers to accessibility, and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act. Furthermore, we will work to create and promote equality for people with disabilities through inclusion and awareness training and open communication. Altis Recruitment's Accessibility Policy applies to internal team members and assigned candidates.

Customer Service

At Altis Recruitment, we're fully committed to ensuring inclusivity and accessibility for everyone. We understand that each person has diverse needs, so we've gone the extra mile to make sure our services cater to individuals of all abilities. From accommodating wheelchairs to walkers to oxygen tanks, we've designed our premises with the utmost consideration for mobility and comfort.

Our dedicated team is well-versed in assisting without infringing on your personal space and respect the sanctity of your assistive devices.

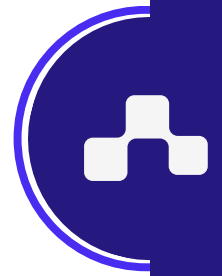
Furthermore, we take pride in our proactive approach to enhancing your experience. Your comfort and accessibility matter to us, and to make your visit as smooth and enjoyable as possible, we'll gladly walk you through the accessibility features applicable to your unique needs.

Communication

We strive to make our services accessible and tailor our communications to the unique needs of individuals with disabilities. Here's how we do it:

- **For the Hearing Impaired:** We communicate directly with individuals, allowing them to read our lips when possible. We also provide written communication options.
- **For the Visually Impaired:** We offer to read aloud, post our policies in large, plain format, and present information on our website in an easily readable format.
- **For the Deafblind:** We work with accompanied interveners, ensuring our communication is directed to the individual who is deafblind.
- **For Speech or Language Impairments:** We speak slowly and clearly and use preferred communication method. We're patient and use yes or no questions when appropriate.





- **For Learning Disabilities:** We take our time and are patient, considering the individual's disability when communicating.
- **For Intellectual/Developmental Disabilities:** We avoid assumptions, use plain language, and present information straightforwardly at the individual's preferred pace.
- **For Mental Health Disabilities:** We show respect, remain calm and reassuring, and ask the individual for guidance during a crisis.
- **Service Animals:** We welcome individuals with disabilities and their service animals, ensuring they have access to public areas. We don't touch or address the animal without prior confirmation.
- **Support Persons:** We welcome those who assist individuals with communication, mobility, or personal care. Support people are welcome to accompany the individual throughout our premises, and we direct our communication to the individual, not the support person.
- **Notice of Disruption:** If a temporary disruption occurs, we will promptly notify individuals. The notice will be clearly posted and include the reason, expected duration, and information on alternative facilities or services.
- **Communication of Disruption:** In case of planned or unexpected disruptions, we will communicate through various channels, including internal messages, calls, texts, emails, and physical postings. Our staff will also assist in communicating this information to those affected.

Employment and Training

Altis Recruitment is committed to fostering fair and accessible employment practices. Our dedication extends to accommodating individuals with disabilities throughout the employment cycle. Here's how we ensure accessibility:

- **Recruitment and Assessment:** In the recruitment and assessment phases, we consider the unique needs of candidates with disabilities, and adjust our communications to ensure inclusivity. We also encourage our clients to make necessary accommodations.
- **Individual Accommodation Plans:** We're proactive in developing and implementing individual accommodation plans and return-to-work policies for employees who have been absent due to disabilities.
- **Emergency Preparedness:** We create personalized emergency preparedness plans for employees with disabilities, should such conditions be disclosed.
- **Workplace Accommodations:** When we become aware of disabilities, we make accommodations tailored to individual needs in the workplace.

Training and Delivery

Altis Recruitment places a strong emphasis on training and awareness regarding our Accessibility Policy.

Here's how we ensure that all team members, including internal staff and assigned candidates, are well-versed in our commitment to accessibility.

Our Accessibility Policy, aligned with the Accessibility for Ontarians with Disabilities Act and the customer service standard, is an integral part of our training program.

We provide this training to assigned candidates upon placement confirmation and to new team members during their initial training. We also train internal team members following any role changes, when our policy is updated, and as an annual refresher. Components include:

- An overview of the Accessibility for Ontarians with Disabilities Act (AODA) and the customer service standard.
- Viewing the training video required by province.
- Instruction on how to interact and communicate with individuals who have various types of disabilities.
- Guidance on interacting with people who use assistive devices, service animals, or support persons.
- Protocols for assisting individuals with disabilities who face difficulties in accessing our services.

At Altis Recruitment, we are committed to ensuring that every member of our team understands our Accessibility Policy and is dedicated to adhering to it by making our services as inclusive and accessible as possible.



Information and Communication

Altis Recruitment is committed to addressing the communication needs of people with disabilities while adhering to our Information and Communication standards. To achieve this, we have implemented several key measures:

- Integrated a public feedback channel on our website, AltisRecruitment.com.
- Provided information on the handling of complaints related to the accessibility of our website or the services we offer, all of which can be found on AltisRecruitment.com.
- Established an employee feedback channel through HR.
- Ensured that publicly available information is provided in an alternative, accessible format upon request.
- Taken necessary steps to ensure our websites, online content, and internal Intranet and SharePoint sites conform to WCAG 2.0, Level AA standards.

Empowering Your Safety

Custom Emergency Plans for Our Valued Team Members with Unique Abilities

At Altis Recruitment, we prioritize the safety and well-being of every member of our team. We understand that everyone brings their unique strengths and abilities to our workplace, and we're committed to ensuring that every employee, including those with disabilities, feels secure and prepared in an emergency.

Personalized Emergency Plans: Your Safety, Your Way

We believe in the power of tailored solutions. If you have a disability and would like to share that information with us, rest assured that we'll work closely with you to create a personalized emergency plan. This plan will ensure your safety and comfort in the face of unexpected situations. Your well-being is our priority.

Instant Access to Vital Information

Emergencies don't wait, and neither should essential information. Altis Recruitment provides accessible emergency information to all our employees, especially those with unique abilities. We offer personalized emergency response information when it's needed most, ensuring you have the guidance and support necessary to navigate any unforeseen circumstances.

Your safety matters to us, and our commitment to emergency preparedness reflects our dedication to your well-being. At Altis Recruitment, you're not just an employee – you're a valued member of our team, and your safety is our shared responsibility.



Your Voice Matters

At Altis Recruitment, we highly value your feedback on our staffing services for individuals with disabilities. We believe that your insights can help us continually improve and better serve our community. Your opinions matter, and we encourage you to connect with us to share your thoughts.

A Dedicated Point of Contact

Your comments and suggestions will be directed to a dedicated, knowledgeable, caring Accessibility Officer who is ready to receive your feedback and committed to ensuring we address your concerns promptly and effectively.

Your Experience, Our Priority

We understand the importance of responsiveness. When you provide feedback or seek further information regarding our Accessibility Policy, you can expect to hear back from a member of our team within seven business days. Your time is valuable, and we're here to make sure your needs are met promptly.

To share your feedback or request more information on our Accessibility Policy, please reach out to our Accessibility Officer through one of these convenient channels:

Call us at: 613-690-8944 or 1-888-220-0911

Send an email to: accessibilityofficer@altis.com

Your input is instrumental in helping us create a more inclusive and accessible environment for all. Thank you for being a part of our mission to make a positive impact on the lives of individuals with disabilities.

