

ACCESSIBILITY POLICY

STATEMENT OF COMMITMENT

EnVision Consultants Ltd. (EnVision) is committed to ensuring equal access and participation for people with disabilities. EnVision wants to ensure we make our premises and services available to all people respecting their individual needs, dignity, independence, and equal opportunity.

EnVision believes in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act (AODA)* and Ontario's accessibility laws.

SCOPE

This policy applies to all prospective or current employees of EnVision, as well as contractors and visitors, who possess a disability of any kind that restricts them in various ways.

Disabilities that this policy refers to include, but are not limited to:

- Conditions that require the use of wheelchair or other movement support device or mechanism;
- Physical impairments that obstruct everyday activities (e.g. opening doors, walking up the stairs, reading signs etc.);
- Visual, hearing, speech or mental impediment; and,
- Conditions that require assistance or constant medical care.

Other conditions are subject to EnVision's judgement and will be considered individually.

TRAINING

EnVision is 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.

Training of our employees and volunteers on accessibility relates to their specific roles.

Training includes:

- Purpose of the AODA and the requirements of the Customer Services Standards
- Our policies related to the Customer Services 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



- What to do if a person with a disability is having difficulty in accessing our organization's goods, services, or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to policies.

We maintain records of the training provided.

ASSISTIVE DEVICES, SERVICE ANIMALS, AND SUPPORT PERSONS

EnVision allows assistive devices, service animals, and support persons to be in our premises for as long as their services are needed. In cases where this 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.

If we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter, or form) from a regulated health professional to confirm the service animal is needed in relation to a disability.

EMPLOYMENT

EnVision notifies employees, job applicants, and the public that accommodation can be made during recruitment and hiring.

EnVision encourages anyone who encounters any problems, malfunctions, or deficiencies to report them to their immediate supervisor or Human Resources.

Employees that are looking for more information regarding EnVision's accommodation process can find further details in the *Employee Accommodation Policy*.

Any EnVision policies that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.

FEEDBACK

EnVision is committed to understanding and improving any barriers to accessibility. If you have encountered an accessibility-related issue, or if you would like to suggest an improvement or a new feature, we encourage you to reach out by email at admin@envisionconsultants.ca

This document is publicly available. Accessible formats are available upon request.

MULTI-YEAR ACCESSIBILITY PLAN

EnVision Consultants Ltd. (EnVision) strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

EnVision is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

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ACCESSIBLE EMERGENCY INFORMATION

EnVision provides employees with disabilities individualized emergency response information when necessary. EnVision is committed to providing customers and clients with publicly available emergency information in an accessible way upon request.

TRAINING

Envision provides training to our employees on Ontario's accessibility laws and on the Ontario *Human Rights Code*, as they relate to people with disabilities. We will continue to take the necessary steps to ensure that training is provided to our employees in a way that best suits their duties in order to meet Ontario's accessibility laws.

INFORMATION AND COMMUNICATIONS

EnVision will establish a feedback process and ensure these processes are accessible to people with disabilities upon request.

EnVision will ensure that all publicly available information is made accessible upon request.



EnVision will ensure that all website and content conform with WCAG 2.0, Level AA.

EMPLOYMENT

EnVision will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.

If a selected applicant requests an accommodation, EnVision will consult with the applicant and provide and/or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

EnVision will create and inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that consider an employee's accessibility needs due to disability.

EnVision will provide the information required under this section to new employees as soon as practicable after they begin their employment.

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

DESIGN OF PUBLIC SPACES

EnVision will work towards ensuring all responsibilities are met when it comes to the Accessibility Standards for the Design of Public Spaces in Ontario.

FEEDBACK

EnVision will create a feedback process for customers, clients, and employees with respect to accessibility. Feedback processes will be made accessible upon request.