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# ACCESSIBILITY FOR ONTARIANS WITH DISABILITY ACT

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LEVERAGETEK IT SOLUTIONS  
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VERSION HISTORY

Version NO.	DATE	Description of Update
1.0	March 4, 2020	Initial issue
1.1	August 24, 2022	Updated table of contents, training, contact information

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# Accessibility for Ontarians with Disabilities Act (2005)

## Integrated Accessibility Standard

### Commitment to Persons with Disabilities

LeverageTek IT Solutions (LeverageTek) is committed to treating all people with disabilities in a manner that allows them to maintain their dignity and independence. We believe in integration and equal opportunity and are committed to meeting the needs of people with disabilities in a timely manner. We will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (2005).

LeverageTek will ensure that all persons within our community are aware of their rights and responsibilities to foster an accessible and inclusive environment with and for persons with disabilities.

## General

### **Modifications to Organizational Policies**

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

### **Feedback process**

LeverageTek welcomes all feedback, from both colleagues and customers, regarding the way we provide services to people with disabilities. This feedback can be provided to our HR Manager via e-mail, phone, messenger services (text) or in person. Customers and colleagues can expect to receive a response to their feedback in 10 working days.

### **Questions about this policy**

Any questions about this policy should be directed to a member of the Corporate Services team or our HR Manager.

## Customer Service Standard

### **Training**

LeverageTek will provide training to colleagues/contractors on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities.

Training will include but is not limited to, the Integrated Standard and the Ontario Human Rights Code as it pertains to persons with disabilities. It is LeverageTek's expectation that all new colleagues will complete the training with 30 days as part of the onboarding process. Training will be ongoing as changes are made to these policies, practices and procedures. Training records will be maintained within our LMS.

## **Communication**

We will communicate with people with disabilities in ways that take into account their disability. We will train colleagues who communicate with customers on how to interact and communicate with people with various types of disabilities.

## **Telephone services**

We are committed to providing fully accessible telephone service to our customers. We will train colleagues to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers via email or messenger services (text) if telephone communication is not suitable to their communication needs or is not available.

## **Use of service animals and support persons**

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 colleagues are properly trained in how to interact with people with disabilities who are accompanied by a service animal. 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 LeverageTek's premises 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.

## **Notice of temporary disruption**

LeverageTek will provide customers with 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. The notice will be placed at all public entrances and service counters on our premises.

## **Information and Communications Standard**

### **Accessible Formats and Communication Supports**

Upon request, LeverageTek will provide information and communications in an accessible manner to people with disabilities. We will consult with the person to determine what format and/or support best suits their needs.

## **Employment Standard**

### **Recruitment, Assessment or Selection Process**

During the recruitment process, LeverageTek will advise colleagues and the public about the availability of accommodation for applicants with disabilities. Specifically, job postings will include a statement indicating availability of accommodation. We will notify job applicants, when they are individually selected to participate further in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. If a selected job applicant requests accommodation, during the assessment process, we will consult with the applicant and provide or arrange for the provision of suitable accommodation. When making offers of employment, we will notify successful applicants of our policies for accommodating colleagues with disabilities.

### **Informing Colleagues of Supports**

Colleagues will be notified of organizational policies, including any updates, for supporting colleagues with disabilities, including our policies regarding the provision of job accommodations. This information will be provided to new hires as part of the onboarding process. All policy information is available on the colleague portal.

### **Accessible Formats and Communication Supports for Colleagues**

Should a colleague with a disability ask for information in an accessible format or to receive communication supports, we will consult with the colleague to provide or arrange for the provision of accessible formats and communication supports.

### **Workplace Emergency Response Information**

LeverageTek will provide individualized workplace emergency response information to colleagues with disabilities where the disability is such that individualized information is necessary and LeverageTek is aware of the need for accommodation.

LeverageTek will provide workplace emergency response information as soon as practicable after learning of the need for accommodation due to a colleague's disability.

Where a colleague who receives individualized workplace emergency response information requires assistance, a person will be designated to provide assistance. Individualized workplace emergency response information will be reviewed whenever, the colleague's overall accommodation needs, or plans are reviewed; or LeverageTek reviews its general emergency response policies.

### **Performance Management, Career Development and Advancement**

LeverageTek will take into account the accessibility needs of colleagues with disabilities, as well as individual accommodation plans, when conducting performance management, or providing career development and advancement to colleagues.

### **Contact Information**

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