

## ACCESSIBILITY POLICY - OVERVIEW

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The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a law that was passed by the Province of Ontario which allows the government to develop and enforce specific standards for accessibility. The standards are intended to achieve accessibility for people with disabilities in the areas of customer service, transportation, the built environment, information and communication, and employment.

Axsiom Group Limited is committed to providing services in a way that respects the dignity and independence of people with disabilities in keeping with the spirit of the AODA and the Customer Service Regulation. Axsiom strives to ensure that people with disabilities are able to receive accessible services.

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of services to the public or other third parties. This document is available to the public at [www.axsiomgroup.com](http://www.axsiomgroup.com) or on request by:

**Mail:** Human Resources  
77 Mowat Ave, Suite 400  
Toronto, Ontario M6K 3E3

**Email:** [info@axsiomgroup.com](mailto:info@axsiomgroup.com)  
**Phone:** 416.849.5424

## POLICY, PRACTICES AND PROCEDURES

All services provided by Axsiom (hereinafter referred as the Company) will follow the principles of dignity, independence, integration (except when alternate measures are necessary to meet the needs of people with disabilities) and equal opportunity.

### ASSISTIVE DEVICES AND ALTERNATIVE FORMATS

Individuals to whom Axsiom Group provides services may need to do so with the use of assistive devices, such as communication aids, cognition aids, personal mobility aids and medical aids. These assistive devices may include hearing aids, manual or motorized wheelchairs, Oxygen tanks, canes, crutches and walkers, electronic communications devices, magnifiers etc. Axsiom strives to enable people with the same quality of service as all other customers. Axsiom's Ontario office includes the following assistive devices – Automatic door openers, elevator and ramp and handicap bathrooms. If the Axsiom office presents a barrier to an individual, we seek to make arrangements to meet the individual in an alternative manner.

Axsiom also recognizes that people living with a disability may use alternative methods to access information or services and will strive to provide services in an alternative format upon request. An alternative format can be requested by completing an Alternative Format Request Form, a sample copy is attached to the back of this document. The forms are also available upon request to the address above. Upon receipt of Alternative Format Request, Axsiom will provide the alternative format within a reasonable time frame which may vary based on the time needed to process the request and the complexity of the alternative service delivery process.

*Policy last updated: January 1, 2016  
Filed in Access under HR Policies/Workplace Policies & Practices*

### SERVICE ANIMALS AND SUPPORT PERSONS

**Service animals** are animals which have been trained to assist people with different kinds of disabilities to overcome barriers. A few examples of service animals include dogs used by people who are visually impaired, hearing alert animals for people who are hearing impaired, and animals trained to alert an individual to an oncoming seizure and lead them to safety.

To be considered a service animal under the Customer Service Regulation, it must be either readily apparent (obvious by its appearance or by what it is doing) that the animal is being used because of a person's disability or the person with a disability must provide a letter from a physician or nurse confirming that the person requires the animal because of his or her disability.

Axsium Group will permit any person with a disability to enter its publically accessible premises with a service animal and to keep the animal with him or her, unless the animal is otherwise excluded by law.

**A support person** is an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services. Personal care needs may include, but are not limited to, physically transferring an individual from one location to another or assisting an individual with using the restroom. Medical needs may include, but are not limited to, monitoring an individual's health or providing medical support by being available in the event of a seizure. A support person may be a paid professional, a volunteer, a family member or a friend of the person with a disability. He or she does not necessarily need to have special training or qualifications.

If a person with a disability is accompanied by a support person, Axsium Group will permit both persons to enter its premise together. In some cases, the support person may have to agree to rules or requirements that are specific to Axsium Group's services. Axsium Group may require that a person with a disability access its services with the participation of a support person where accessing the services without a support person would pose a significant risk to the health and safety of the person with a disability.

### NOTICE OF DISRUPTION IN SERVICES

People with disabilities may rely on certain facilities, services or systems to access Axsium Group's services. It is possible that from time to time there will be disruptions in service such as an elevator under repair, renovations that limit access to a publically-accessible area, or technology that is temporarily unavailable.

Axsium Group will endeavour to notify service users of disruptions to locations, technologies or methods where the disruption is likely to affect the ability of a person with disabilities to access services. Axsium Group recognizes that providing advanced notice of these types of disruptions will assist people with disabilities by limiting unnecessary trips or attempts to access services.

If a disruption in service is planned and expected, Axsium Group will endeavour to provide service users with reasonable notice. Where a disruption to service is unexpected, Axsium Group will provide notice of a disruption as soon as possible.

The Notice of Disruption will include the following information:

- Type of disruption
- Reason for disruption
- Anticipated duration of disruption
- Description of alternate facilities or services, if any
- Contact information

In the event of a disruption to Axsium Group services, the Notice of Disruption will be posed on-line at [www.axsiumgroup.com](http://www.axsiumgroup.com) and /or at the publically accessible entrance to the premises.

#### TRAINING

Axsium Group will provide training to all employees in Ontario who have a client facing or policy-development role to increase awareness and encourage respect for the core principles of independence, equality, dignity, integration and equality of opportunity for people with disabilities.

Axsium Group employees will be required to complete an interactive on-line training program which will address topics including:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Accessibility Standards for Customer Service;
- How to interact and communicate with people with various types of disabilities;
- The purpose of assistive devices and how to interact and communicate with people who use them;
- The purpose of service animals and how to interact with people who use them;
- The purpose of support persons and how to interact with people who are accompanied by a support person; and
- What to do if a person with a disability is having difficulty in accessing Axsium Group's services
- Axsium Group employees will also be required to read Axsium's Policies, Practices and Procedures for Accessible Customer Service document in addition to any other internal documents on accessibility at Axsium Group.

Axsium Group will keep a record of all training provided under the Accessibility for Ontarians with Disabilities Act and the Customer Service Regulation.

#### CLIENT FEEDBACK

Axsium Group aims to meet service expectations for all of our clients including those living with a disability. Axsium welcomes any feedback as we will use the information to learn and improve. As we recognize that people may use different methods to communicate their feedback. Anyone who wish to provide feedback on the way Axsium Group provides services to people with disabilities can do so in a variety of formats including:

**By mail to:** Human Resources  
77 Mowat Ave, Suite 400  
Toronto, Ontario M6K 3E3

**Email to:** [info@axsiumgroup.com](mailto:info@axsiumgroup.com)  
**Phone:** 416.849.5424

If the Feedback Form indicates the client wishes to be contacted Axsium Group will respond either in writing, by e-mail or by telephone acknowledging the receipt of the feedback and outlining the outcome, if any, from the feedback.

Axsiom Group will endeavor to respond in a format that is accessible to the client, taking into account his or her individual needs.

**Sample – CLIENT FEEDBACK FORM**

Date of event:	
Feedback concerning event:	
Personnel involved:	
Additional comments:	
Feedback submission date:	

**Optional Information (only required if you wish to be contacted)**

Name:	
Address:	
Phone Number(s):	
Email	
Preferred method of communication:	

**Sample - ALTERNATIVE FORMAT REQUEST FORM**

Axsium Group strives to make its services available to those who may need to access those services through alternative means, including through the use of documents in alternative formats. To receive an Axsium Group document or service in an alternative format, please fill in the information below. Axsium Group will strive to provide the document or service requested within a reasonable time frame based on the resources required to process the request and the complexity of the alternative service delivery process.

Name of Requester:	
Address:	
Telephone Number:	
Email:	
Document or Services Requested:	
Preferred Formats:	
Date Requested:	

**By mail to:** Human Resources  
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**Email to:** [info@axsiumgroup.com](mailto:info@axsiumgroup.com)  
**Phone:** 416.849.5424

**Sample – NOTICE OF DISRUPTION TO SERVICES**

Axsiom recognizes that providing advanced notice of disruption to its services will assist its customers by limiting unnecessary trips or attempts to access services.

Type of disruptions:	
Reason for disruption:	
Anticipated duration of disruption:	
Description of alternative facilities or services, if any:	

Please direct any disruption- related inquires by:

**By mail to:** Human Resources  
77 Mowat Ave, Suite 400  
Toronto, Ontario M6K 3E3

**Email to:** [info@axsiomgroup.com](mailto:info@axsiomgroup.com)  
**Phone:** 416.849.5424