



## **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 staff, (employees, and other third parties) on behalf of SATURN in providing accessibility to people with disabilities.

### **2. SCOPE**

This policy applies to all staff personnel (employees, and other third parties).

### **3.0 POLICY**

#### **3.1 OUR COMMITMENT**

SATURN 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 in a similar way as others.

#### **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.

#### **Telephone services:**

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

#### **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 will be trained in this area.

#### **Billing:**

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

#### **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.

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## **AODA POLICY and PROCEDURES - Continued**

### **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 SATURN'S premises. 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.

### **Employment:**

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

### **PROCEDURE:**

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

Training will include the following:

- 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.
- SATURN's policies, practices and procedures relating to the integrated standards.

Staff personnel will 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 SATURN policies and procedures will be developed or updated to respect and promote the dignity and independence of persons with disabilities.

#### **4.3 Feedback process**

The ultimate goal of SATURN is to meet and exceed expectations of people with disabilities. Comments regarding how well those expectations are being met are welcomed and appreciated.