



## **Policy Statements**

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TES strives to provide our services in a respectful and accessible manner to all clients and visitors, including persons with disabilities. Persons with disabilities will benefit from the same services and/or facilities in the same place, in a similar way, as other clients and visitors.

It is our commitment to provide equitable treatment, with respect to providing our services and/or facilities without discrimination in accordance with the provisions of the Ontario Human Rights Code and the AODA.

## **5.0 Procedures**

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### **Alternate Formats and Communication Supports**

We will communicate with people with disabilities, to the best of our ability, in ways that take into account their disability and offer communication methods that are suitable to their communication needs (i.e. e-mail, telephone, or in-person, etc.).

- Individuals can make a request for accessible information and communication supports to the AODA Committee (refer to the Feedback Process below for the Committee’s contact information).
- Promotional materials, invoices, and other documents will be available in an accessible format upon request (i.e. small print vs. large print, offering an in-person meeting to review and read materials if requested, etc.).
- Upon request, information provided on the TES website will be provided in various communication forms i.e. phone support or in-person meetings to read website material, and/or website information will be made available in large print format.
- The AODA Committee is responsible for arranging the requested alternate format (i.e. large print, Braille).
- For document conversions that cannot be performed on-site (i.e. braille), TES will make every reasonable effort to source an external provider to assist in the conversion.
- If the information cannot be converted to a certain accessibility format or communication support is not technically possible, TES will explain why the company is unable to do so and provide a summary of the content.

### **Assistive Devices**

At TES, we are committed to serving clients/visitors with disabilities who use assistive devices to obtain, use or benefit from our services.

Persons with disabilities shall be permitted to use, or benefit from our services and facilities through the use of their assistive devices. We will identify the availability, if any, of other helpful measures offered for people with disabilities to access our services or facilities.

- Employees are asked to open the main front doors if a person with a disability requiring assistance is entering our premises. If a person with a disability requiring a wheelchair enters our premises, employees working at the Reception Desk are required to come out from behind the desk to greet the clients/visitor.
- Employees are required to take into consideration the person’s disability when making meeting arrangements.
- The employee receiving the client/visitor will make every reasonable effort to source out and coordinate the set-up of any requested equipment in advance of the meeting.

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It is the responsibility of the client/visitor with a disability to ensure that their own assistive device is operated in a safe manner at all times.

### **Service Animals and Guide Dogs**

At TES, we welcome people with disabilities and their service animal or guide dog on parts of the premises that are open to the public or third parties.

A service animal is an animal for a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to their disability.

Alternatively, TES is permitted to ask for proof that the animal is a service animal. The person with a disability is required to provide a letter from a physician or nurse, or a regulated health professional (*including psychologists, psychotherapists, audiologists, speech pathologists, chiropractors, occupational therapists, optometrists, registered psychotherapists and mental health therapists*) confirming that the person requires the animal for reasons relating to the disability.

- If a service animal is excluded by law, we will use other measures to provide services to the person with a disability.
- TES premises that are open to the public and other third parties include offices, common areas such as the reception area, and washrooms.
- Employees will be trained on the different types of service animals, as well as how to properly interact with those using service animals.
- Where a client/visitor with a disability attends our offices with a service animal or guide dog, employees are to advise employees at reception so they are aware.

### **Support Person**

At TES, we welcome support people to our workplace.

A client/visitor with a disability will be allowed to enter TES premises with their support person, to areas that are open to the public or third parties. Company premises that are open to the public and other third parties include: *offices, common areas such as the reception area, lunchroom, and washrooms.*

In certain cases, TES may require a person with a disability to be accompanied by a support person for health and safety reasons. Before making this decision, TES will:

- Consult with the person with a disability to understand their needs
- Consider health or safety reasons based on available evidence
- Determine if there is another reasonable way to protect the health or safety of the person or others on the premises

At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on our premises.

Where a client/visitor with a disability attends our offices with a support person, employees are to:

- Indicate in any meeting bookings that the client/visitor will be accompanied by a support person
- Arrange a waiting area for the support person if they will not be present at the meeting

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- If the meeting involves exchange of information normally requiring a confidentiality agreement to be signed, arrange that the support person also receives and signs a confidentiality agreement.

Employees are required to take into consideration the person’s disability when making arrangements.

**Notice of Temporary Disruption to Facilities or Services**

We will provide notice when facilities or services that people with disabilities rely on to access or use our services are temporarily disrupted.

The notice will be placed in a conspicuous place (i.e. public entrances, reception etc.) in areas open to the public or third parties. The notice will include the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

**Modification to this Policy and Other Policies**

TES will reassess how we provide our services to clients and visitors with disabilities as often as is necessary to ensure our services are fully accessible. No changes will be made to this policy or other policies before considering the impact on persons with disabilities. Policies will be reviewed on an annual basis.

**Feedback Process**

Feedback regarding the way TES provides our services to people with disabilities can be made in person, via telephone, fax, email, or in writing to:

- **Contact the TES AODA Committee:**
  - Email: [aoda@tes.net](mailto:aoda@tes.net)
  - Phone: 416-482-2420
- **Contact the TES Head Office:**
  - Phone: 416-482-2420
  - Fax: 416-482-9282
  - Toll Free: 1-800-818-4744
  - Website: <https://www.tes.net/>

TES will ensure that our feedback process is accessible by providing or arranging for accessible formats and communication supports, if requested. Our ultimate goal is to meet and surpass expectations while serving individuals with disabilities. All feedback, including complaints, will be handled by the AODA Committee and a response to the individual will be provided within **one (1) week** of the AODA Committee receiving the feedback.

**Training**

TES will provide information and training to all employees including management, volunteers, and other members of the organization on providing accessible customer service; this includes all individuals who participate in developing TES’ policies, and other individuals who provide goods, services or facilities on behalf of TES (i.e., third-parties, independent contractors, etc.).

All independent contractors who provide services on behalf of TES dealing with the public or other third parties will also be required to follow the requirements of TES’ Customer Service Standard Policy and will receive information and training to ensure services provided adhere to Ontario’s accessibility standards.

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Training will take place either during a new hire orientation or prior to the employee or independent contractor commencing duties related to dealing with members of the public or other third parties on behalf of TES.

The training provided will include, but is not limited to the following:

- *How to interact and communicate with persons with various types of disability.*
- *How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.*
- *How to use equipment or devices available on-site at TES premises or otherwise provided by TES that may help with providing services to a person with a disability.*
- *How to assist a client or visitor with a particular type of disability who is having difficulty accessing TES' services.*

Employees will complete refresher training on an ongoing basis. TES will maintain accurate records of training delivered to our employees. These records will be made available upon inspection as may be required.

#### **Communication**

This Policy standard will be communicated as follows:

- *During new hire orientation & refresher training on an ongoing basis*
- *In the Employee Handbook*
- *On the Company website at <https://www.tes.net/aoda-compliance/>*

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