



Providing goods, services or facilities to people with disabilities Accessibility Policy

Policy Statement

Atlas Polar Company Ltd. (APC) is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

APC understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

APC is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

APC is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device 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.

We will ensure that our staff is trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

Information and Communication Standards

We will communicate with people with disabilities in ways that take into account their disability. This may include the following format:

- Verbal communication (Telephone or Face to Face)
- Written communication (Email or Website)

We will work with the person with a disability to determine what method of communication works for them.



Employment Standards

APC is committed to fair and accessible employment practices. We will take the following steps to notify the public and employees that, when requested: APC will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

Procurement

APC is committed to accessible procurement process. We ask potential suppliers to tell us about the accessible options they offer and include accessibility consideration in our evaluation.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, APC might require a person with a disability to be accompanied by a support person for the health or safety reasons of:



- the person with a disability
- others on the premises

Before making a decision, APC 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 no other reasonable way to protect the health or safety of the person or others on the premises

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities APC will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include:

- Washrooms

The notice will be made publicly available in the following ways:

- Notices will be provided at all customer sign-in entrances.
- Notices (signs) will be posted on washrooms that are disrupted.

Training

APC will provide accessible customer service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service within 30 days after being hired.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- APC's policies related to the customer service standard
- 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 APC's goods, services or facilities

Staff will also be trained when changes are made to our accessible customer service policies.

Accessible Website

APC is committed to an accessible website and is *WCAG 2.1 compliant. Upon request, material that is not in an accessible format will be converted.

Feedback Process

APC welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback in the following ways:

Communicate through email, verbally (telephone), or through APC website.

Customers who wish to provide feedback on the way APC provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

Contact Information:

Division Manager, Atlas Polar Company Ltd.
C/o William Dimopoulos
60 Northline Road
Toronto, ON M4B 3E5
Phone: (416) 751-7744 ext. 356 or 1-888-799-4422 ext. 356 To:
billdimopoulos@atlaspoler.com

All feedback, including complaints, will be handled in the following manner: by email, verbally (telephone) with William Dimopoulos, Division Manager

Customers can expect to hear back in 10 business days.

APC will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

*WCAG – Web Content Accessibility Guideline



Notice of availability of documents

APC will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

All customer sign-in entrances.

APC will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Modifications to this or Other Policies

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

Review Process

APC Accessibility policy will be reviewed as part of our commitment to AODA every 5 years.