

<b>STATEMENT of POLICY and PROCEDURE</b>			
Manual:	Accessibility Standards	SPP No.	<b>AS 3.01</b>
Section:	The Integrated Accessibility Standards	Issued:	Aug. 15, 2012
Subject:	<b>Statement of organizational commitment</b>	Effective:	
Issue to:	All manual holders	Page:	1 of 6
		Replaces:	<b>New</b>
Issued by:		Dated:	

## 1 **POLICY**

- 1.01 Under the AODA, Ontario Regulation 191/11, entitled, Integrated Accessibility Standards Regulation, [the “Integrated Regulation”] came into force July 1, 2011. The regulation establishes accessibility standards for information and communications, employment, and transportation. Tannis is included in the regulation’s definition of an “obligated organization” and must comply with the phased-in requirements of the regulation beginning Jan.1, 2014.
- 1.02 Tannis is committed to working towards being compliant with all the standards under the **Accessibility for Ontarians with Disabilities Act** (AODA) as they are introduced and become law.
- 1.03 Tannis is committed to the principles of independence, dignity, integration, and equality of opportunity described in the AODA and to meeting the needs of people with disabilities, through the implementation of this policy.
- 1.04 Tannis is committed to establishing, maintaining and implementing policies as well as associated practices and procedures in the Integrated Regulation , specifically in the areas of information and communications, employment and, to meet the accessibility needs of people with disabilities .
- 1.05 Tannis is committed to excellence in serving all of our clients, including people with disabilities. When providing information to, or communicating with, a person with a disability, we will provide the information and communication in a manner that takes into account the person’s disability.
- 1.06 Tannis is committed to ongoing improvements to accessibility in its premises and facilities as required by law, as well as to the services offered to customers, employees, volunteers and members of the general public.

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Section:	The Integrated Accessibility Standards	Issued:	Aug. 15, 2012
Subject:	<b>Statement of organizational commitment</b>	Effective:	
Issue to:	All manual holders	Page:	2 of 6
		Replaces:	<b>New</b>
Issued by:		Dated:	

- 1.07 Tannis is committed to the establishment, implementation, maintenance, and documentation of a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Integrated Regulation.
- 1.08 Tannis is committed to having regard for accessibility for persons with disabilities when designing, procuring or acquiring self-serve kiosks].
- 1.09 Tannis is committed to the training of all employees, volunteers, persons who deal with customers and the public on Tannis' behalf, and persons participating in the development and approval of Tannis' policies, practices and procedures on the requirements under the Integrated Regulation and the **Human Rights Code** as it pertains to persons with disabilities.
- 1.10 Tannis is committed to implementing specific requirements, policies, practices and procedures, and a multi-year plan under the Standards for Information and Communication, and Employment.

## **2 PURPOSE**

- 2.01 The purpose of this Statement of Policy and Procedure is to create a statement of commitment (policy) that provides a framework within which accessibility plans and initiatives are to be created in order to move the organization towards the goal of improved accessibility for people with disabilities. Tannis endeavours to provide accessibility and accommodation as prescribed in the AODA.
- 2.02 The commitments in this policy are intended to ensure that accessibility remains a priority in Tannis' decision-making process and will serve to assist in ensuring that decisions improve accessibility and do not inadvertently create barriers.

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Section:	The Integrated Accessibility Standards	Issued:	Aug. 15, 2012
Subject:	<b>Statement of organizational commitment</b>	Effective:	
Issue to:	All manual holders	Page:	3 of 6
		Replaces:	<b>New</b>
Issued by:		Dated:	

### **3 SCOPE**

3.01 This policy applies to Tannis':

- Customers
- Employees
- Volunteers
- Applicants for employment with Tannis who may require employment accommodation through the recruitment, assessment, selection, and hiring process
- Visitors
- Contractors and subcontractors engaged by Tannis
- Any other third party providing goods, services or facilities on Tannis' behalf

### **4 RESPONSIBILITY**

4.01 The accessibility advisory co-ordinator established by Tannis is the administrative entity responsible for the administration of this policy. It is the responsibility of this co-ordinator to ensure the application of this policy and that the organization achieves compliance with the law and creates an environment that provides the widest feasible scope of access, which is the right or opportunity to reach, use or participate in the organization's systems, facilities and services.

4.02 Managers, immediate supervisors and department heads are responsible for ensuring that all employees follow the guidelines set out in this policy.

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Subject:	<b>Statement of organizational commitment</b>	Effective:	
Issue to:	All manual holders	Page:	4 of 6
		Replaces:	<b>New</b>
Issued by:		Dated:	

4.03 Each manager, immediate supervisor and department head is responsible to ensure all employees are trained under the Accessibility Regulations and Standards under the AODA, the **Human Rights Code** and all related policies, practices and procedures.

4.04 All employees, volunteers, contractors and subcontractors, any other person acting on behalf of Tannis, and persons involved in the creation of Tannis' policies are responsible for adhering to and following the commitments set out in this policy.

## **5 DEFINITIONS**

5.01 “**Accessible formats**” may include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities.

5.02 “**Accommodation**” means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.

5.03 “**Communication supports**” may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

5.04 “**Communications**” means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.

5.05 “**Dignity**” means service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.

5.06 “**Equal opportunity**” means service is provided to individuals in such a

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Subject:	<b>Statement of organizational commitment</b>	Effective:	
Issue to:	All manual holders	Page:	5 of 6
		Replaces:	<b>New</b>
Issued by:		Dated:	

way that they have an opportunity to access goods or services equal to that given to others.

- 5.07 **“Independence”** means when a person is able to do things on their own without unnecessary help or interference from others.
- 5.08 **“Information”** includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.
- 5.09 **“Integration”** means service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternate measure is necessary to enable the individual to access goods or services.
- 5.10 **“Reasonable efforts”** means taking approaches that meet the required needs of the individual.

## **6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE**

### **Accessibility for Ontarians with Disabilities Act, 2005**

#### **Ontario Human Rights Code**

Accessibility Standards for Customer Service, Ontario Regulation 429/07

Exemption from Reporting Requirements, Ontario Regulation 430/07

Integrated Accessibility Standards, Ontario Regulation 191/11

SPP AS 3.02 – Multi-year accessibility plans

SPP AS 3.03 – Purchasing or acquiring goods, services or facilities

SPP AS 3.04 – Self-service kiosks

SPP AS 3.05 – Accessibility and human rights training

## **7 PROCEDURES**

- 7.01 Tannis through its accessibility advisory co-ordinator, will monitor and evaluate accessibility initiatives and changes to applicable legislation

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Issue to:	All manual holders	Page:	6 of 6
		Replaces:	<b>New</b>
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and/or regulations. Changes to policies, plans and initiatives will be incorporated as required. Tannis will also report on performance in relation to established accessibility goals and targets.

- 7.02 If you have questions on this policy, want to provide feedback or have a complaint, contact the accessibility advisory co-ordinator at Human Resources.