

ICON

ACCESSIBILITY FOR PERSONS WITH DISABILITIES: CUSTOMER SERVICE AND INTEGRATED ACCESSIBILITY POLICY

1. INTRODUCTION

In accordance with the regulations outlined in the Accessibility for Ontarians with Disabilities Act (AODA), ICON Visual Inc. ("the Company") has a responsibility and legal obligation to provide information, services and education in an equitable and accessible manner.

2. OUR MISSION

The Company is committed to excellence; anticipating information and service needs related to large format print both internally with our own staff as well as all of our vendors, clients and other persons.

3. OUR COMMITMENT

It is the policy of the Company that all services are committed to providing quality printing services to all persons equally. The Company will provide services, both electronically and in person, in a manner that respects the dignity and independence of persons with disabilities. The Company is committed to accessibility for all persons.

4. PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

The Company is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

The Company 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.

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

5. 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 are appropriately 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.

6. COMMUNICATION

We will communicate to persons with disabilities in ways that take into account their disability and accommodate where needed and to the best of our ability. We train our service staff on how to interact and communicate with people with various types of disabilities. The Company is committed to providing fully accessible telephone service to all customers and train our staff to speak in plain language and speak clearly.

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

7. USE OF SERVICE ANIMALS AND SUPPORT PERSONS

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

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

There may be rare circumstances where, for reasons of health and safety of another person, allowing a person with a disability to enter a premises accompanied by a service animal needs to be considered. Examples of such situations include but are not limited to:

- areas where chemicals and/or equipment present hazards to other persons and/or to the service animal
- where a person is allergic to animals and adversely affected if they are in close proximity to a service animal.

The use and safety of the service animal is the responsibility of the person with a disability.

Support Person

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

The Company may require a person with a disability to be accompanied by a support person while on company premises, in situations where it is necessary to protect the health and safety of the:

- person with a disability
- the health and safety of others on company premises

Before making a decision, the Company 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

Consent from the person with a disability is required when communicating private issues related to the person with a disability, in the presence of a support person.

8. NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities The Company 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 may include and are not limited to any service or facility on company property.

We will not be able to give adequate notice in case of an emergency temporary disruption.

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

- Signs and printed notices will be clearly laid out, of sufficient size and easily readable.
- The signs and printed notices will be displayed prominently at each entrance to the building.

9. TRAINING FOR STAFF

The Company will provide training to:

- all employees and volunteers (paid and unpaid, full-time, part-time and contract positions)
- anyone involved in developing The Company's policies (this may or may not include managers, senior leaders, directors, board members and owners)
- anyone who provides goods, services or facilities to customers on the Company's behalf (such as but not limited to external contact centres or facilities management companies)

The training will encompass accessible customer service and how to interact with people with different disabilities. This training will be provided as a condition of employment to all new staff and on an ongoing basis for staff to ensure all staff stays current with any policy or procedural changes as it relates to the AODA Customer Service Standard. In addition, training will be provided to the Company employees as part of orientation training for new employees, and on a continuing basis as required.

A record of training received by our staff will be kept in the Company, Human Resources Office, and will contain when the training was delivered and how many people took the training.

Training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/08);
- Information about the Company's policies, procedures, and guidelines pertaining to the provision of customer services to users with disabilities;
- 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 a Company service or resource;
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or a support person;

Staff that have already been trained on accessible customer service do not have to be trained again, but will be informed of changes made to our accessible customer service policies.

10. RECRUITMENT

The Company notifies all internal and external job applicants that accommodation is available upon request. This commitment extends across all stages of the recruitment process, including, but not limited to:

- job applications
- candidate interviews
- hiring processes
- onboarding processes

When arranging accommodation, the Company will consult with the job applicant to determine their specific accessibility needs in a fair and dignified manner.

11. FEEDBACK PROCESS

The Company welcomes feedback, including feedback about the execution of customer services to persons with disabilities. Customer feedback will help us identify barriers and respond to concerns. Customers who wish to provide feedback on the way the Company provides goods, services or facilities to people with disabilities can submit feedback to the Human Resources office in the following ways:

- Telephone: 905-889-2800
- Email: <http://www.icondigital.com/contact>
- Regular mail: ICON Digital Productions
7495 Birchmount Road
Markham, ON
L3R 5G2

Alternatively, users can submit feedback to any Company manager, and it will be forwarded to the appropriate person.

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

12. NOTICE OF AVAILABILITY OF DOCUMENTS

The Company will notify the public that documents related to accessible customer service, are available upon request by posting a notice on employee bulletin boards so that they are accessible by all employees.

The Company 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.

13. MODIFICATIONS TO THIS OR OTHER POLICIES

The Company is committed to developing customer service policies that respect and promote the dignity, independence, integration and equal opportunity of people with disabilities. Any policy of the Company that does not uphold these values for people with disabilities, will be modified or removed.

14. QUESTIONS ABOUT THIS POLICY

The purpose of this policy is to provide a framework through which the Company can achieve service excellence for persons with disabilities. If anyone has questions about this policy, please contact the Company's Human Resource office at ext. 254.