
Accessibility Policy

PURPOSE

This policy is intended to meet the requirements of the Accessibility Standards for Customer Service, Integrated Accessibility Standards Regulation, O. Reg. 191/11, including the Customer Service Standards in Part IV.2 and the *Ontario Human Rights Code* as it pertains to persons with disabilities, and applies to the provision of goods and services to the public or other third parties, not the goods themselves

POLICY SCOPE

This policy applies to all Skedaddle employees and contractors. The Skedaddle Accessibility Policy and Multi-Year Accessibility Plan will be reviewed and updated at least once every five years. Both documents will be posted on the organization's website and will be provided in an accessible format, upon request.

POLICY STATEMENT

Skedaddle is committed to treating all individuals in a way that allows them to maintain their dignity and independence. The organization believes in integration, equal opportunity, access and participation for people with disabilities. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by ensuring compliance with Ontario's accessibility laws and by identifying, preventing and removing barriers to accessibility.

Skedaddle will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer's disability.

EMPLOYMENT STANDARDS

- Recruitment: Skedaddle will notify its employees and the public about the availability of possible accommodations for applicants with disabilities in its recruitment process.
- Recruitment, Assessment or Selection Process: Skedaddle will notify job applicants, when they are individually selected to participate further in an assessment or selection process that the possibility of accommodation is available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, Skedaddle will consult with the applicant and provide, or arrange for the provision of, a potential accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

- Notice to Successful Applicants: When making offers of employment, Skedaddle will notify the successful applicant of its policies for accommodating employees with disabilities, upon request.

Upon an employee's request, Skedaddle shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- information that is needed in order to perform the employee's job; and
- information that is generally available to employees in the workplace.
- accessible format or communication support requested may include braille, html, text, etc. Please indicate any specific technical needs.

WORKPLACE EMERGENCY RESPONSE INFORMATION

Skedaddle will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Skedaddle is aware of the need for accommodation due to the employee's disability. Skedaddle will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, Skedaddle will, with the consent of the employee, provide the workplace emergency response information to the person designated by Skedaddle to provide assistance to the employee.

Skedaddle will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed. The information will also be reviewed when Skedaddle reviews its general emergency-response policies.

DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS

Skedaddle will maintain a written process for the development of documented individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans. In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

RETURN TO WORK PROCESS

Skedaddle shall have in place a documented return to work process for employees returning to work due to disability and requiring disability-related accommodations. This return to work process shall outline the steps that the Skedaddle shall take to facilitate the return to work.

PERFORMANCE MANAGEMENT, CAREER DEVELOPMENT AND ADVANCEMENT AND REDEPLOYMENT

Skedaddle will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

CUSTOMER SERVICE STANDARDS

Skedaddle is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

- Communication: We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.
- Telephone services: We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by e- mail, SMS, and other services which may become available if telephone communication is not suitable to their communication needs or is not available.
- 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 will ensure that our staff are trained and familiar with various assistive devices that may be used by individuals with disabilities while accessing our goods or services.
- Billing: We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, and e-mail.

Skedaddle will answer any questions customers may have about the content of their invoice in person, by telephone or e-mail.

GUIDE DOGS, SERVICE ANIMALS AND SERVICE DOGS

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 and other third parties. We will also ensure that all staff, dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

ALLERGIES

If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, Skedaddle will make all reasonable efforts to meet the needs of all individuals.

TRAINING

The training will be appropriate to the duties of all employees. This training will be provided to staff within one week of commencing employment with Skedaddle.

Training will include:

- an overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- an overview of the aspects of *Ontario Human Rights Code* that relate to persons with disabilities
- Skedaddle's policy 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

TELEPHONE SERVICES

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by e-mail and other services which may become available if telephone communication is not suitable to their communication needs or is not available.

Staff will also be trained when changes are made to Skedaddle's Accessible Customer Service Plan. Skedaddle will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

TEMPORARY DISRUPTIONS

If a planned or unexpected disruption affects a facility or service normally used by people with disabilities, Skedaddle will provide notice as soon as reasonably possible.

The notice will identify:

- The facility or service affected
- The reason for the disruption
- The anticipated duration, if known
- Any alternative facilities, services or arrangements available
- Contact information for assistance

The notice will be placed where affected members of the public are likely to encounter it. Depending on the circumstances, this may include the entrance or reception area, Skedaddle's website, an email notice, telephone message or another appropriate location or method.

FEEDBACK PROCESS

Skedaddle shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Skedaddle's process for receiving and responding to feedback is available in accessible formats and with communication supports upon request. Skedaddle will consult with the person making the request to determine a suitable format or support and will respond using the person's preferred accessible method, where practicable.

Customers can submit feedback to:
 Skedaddle Humane Wildlife Control
 1288 Osprey Drive
 Ancaster, Ontario L9G 4V5
info@skedaddlewildlife.com
www.skedaddlewildlife.com

A Feedback Form will also be available at head office at reception.

All feedback, including complaints, will be responded to via email or telephone. Customers can expect to hear back within 14 business days.

NOTICE OF AVAILABILITY AND FORMAT OF DOCUMENTS

Upon request, Skedaddle will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

Skedaddle will consult with the person making the request in determining the suitability of an accessible format or communication support.

Notification will be given by posting the information on our website and/or any other reasonable method. Any accessible format or communication support will be provided at a cost that is no more than the regular cost charged to other persons.

Multi-Year Accessibility Plan

As part of Skedaddle commitment to accessibility, this multi-year Accessibility Plan has been developed outlining the company's strategy and the actions that have, and will be, implemented to prevent and remove barriers from its workplace, and to improve opportunities for persons with disabilities. This multi-year Accessibility Plan outlines the steps Skedaddle is taking to meet its requirements under the Accessibilities for Ontarians with Disabilities Act (AODA).

Customer Service

Skedaddle Humane Wildlife Control is committed to excellence in serving all customers including people with disabilities. Skedaddle complied with the AODA's Customer Service Standard with the following initiatives that were implemented as of January 1, 2012, and are ongoing:

- An accessibility policy was put in place so Skedaddle's employees and customers can know what to expect.
- Skedaddle's staff and volunteers are trained to serve customers of all abilities.
- A written record of accessibility training provided by Skedaddle is maintained.
- Service animals and support persons are welcomed on all Skedaddle premises.
- Accessible ways for people to provide feedback on how Skedaddle provides goods and services to people with disabilities was made available.

Customer Service

Skedaddle currently provides accessible formats and communication supports for persons with disabilities upon request. Skedaddle provides notice to the public of this availability and consults with the person making such a request to determine the suitability of an accessible format or communication support.

It is currently a Skedaddle web development requirement that all new Skedaddle web content be built to meet the World Wide Web Consortium Content Accessibility Guidelines (WCAG) 2.0 standard. Skedaddle is committed to ensuring all Skedaddle internet websites and web content conform with Level AA of the WCAG 2.0 as required by the AODA's Information and Communications Standard.

Training

Skedaddle has and will continue to implement policies and initiatives in accordance with the AODA by taking the following steps:

- Implementing policies outlining Skedaddle's commitment to accessibility. (Implemented as of January 1, 2012)
- Providing training to employees on accessibility and human rights legislation, as it pertains to people with disabilities. (Implemented as of January 1, 2012, and ongoing as new employees/volunteers join the company)

This plan will be reviewed once every five years.

Employment

In accordance with the AODA's Employment Standards, Skedaddle implemented the following initiatives prior to January 1, 2016:

- Ensure Skedaddle's employment processes for hiring, retention and career development are accessible.
- Document Skedaddle's processes for developing individual accommodation plans and return-to-work plans.
- Provide individualized workplace emergency response information to employees who have a disability where Skedaddle is aware of the need for accommodation.

Accessibility Plan Review

This multi-year Accessibility Plan will be reviewed and updated at least once every five (5) years. The current Accessibility Plan will be reviewed, and updated as appropriate, no later than December 31, 2026.

FEEDBACK PROCESS

Skedaddle will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities and will respond to feedback promptly.

For more information on this Accessibility Plan, please contact:

Skedaddle Humane Wildlife Control
 1288 Osprey Drive
 Ancaster, Ontario L9G 4V5
info@skedaddlewildlife.com
www.skedaddlewildlife.com

A Feedback Form will also be available at head office at reception.

All feedback, including complaints, will be responded to via email or telephone. Customers can expect to hear back within 14 business days.