



ACCESSIBILITY POLICY  
(for Ontarians with Disabilities Act (AODA)  
and BC's Accessibility 2024)  
October 2023

Activo Inc.

90 Gough Road, Unit # 1, Markham, ON L3R 5V5

Telephone: 905-752-1900 Fax: 905-752-1910

## Policy

Activo Inc. (“Activo”) is committed to providing excellent service to all clients, including persons with disabilities. Activo’s goal is to identify, remove, and prevent barriers for persons with disabilities. This Policy complies with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and meets the expectations under British Columbia’s Accessibility 2024.

## Definitions

“Disability” means,

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, congenital disability or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder,
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act 1997*.

## Four Guiding Principles

Activo will strive to ensure its policies, practices, and procedures are consistent with the following core principles:

- Dignity: Ensure persons with disabilities are provided with services that will allow them to maintain self-respect and the respect of others.
- Independence: Ensure persons with disabilities have the right to do things for themselves and in their own way.
- Integration: Ensure persons with disabilities fully benefit from the same goods and services in the same place and in the same or similar manner as others. This may require alternative formats and flexible approaches. It means complete and full participation.
- Equal Opportunity: Ensure persons with disabilities have the same chances, options, benefits and results as others.

## Procedures and Responsibilities

Activo is committed to using reasonable efforts in providing goods and services to all customers, including persons with disabilities and will carry out our functions and responsibilities in the following areas:

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## Communication

Activo is committed to ensuring that all employees are fully aware of interacting and communicating with persons with disabilities. We will train our employees who communicate with customers to interact and communicate with people with various types of disabilities.

## Assistive Devices

Activo is committed to serving persons with disabilities who may use assistive devices to obtain, use, or benefit from goods and/or services. We will ensure that all employees are aware of and familiar with various assistive devices that may be used while accessing our goods and/or services.

## Use of Service Animals and Support Persons

Activo is committed to welcoming persons with disabilities and their guide dogs or service animals in the areas of our premises that are open to the public. Please note that a “guide dog” is a dog trained by the regulations under the Blind Persons’ Rights Act. Also, a “service animal” is an animal for persons with disabilities. If it is readily apparent that the person uses the animal for reasons relating to their disability or if the person provides a letter from a physician or a nurse confirming that the person requires the animal for reasons relating to the disability.

Activo will also ensure that our employees are trained to interact with customers with disabilities whom a guide dog or service animal accompanies.

Any person with disabilities accompanied by a support person will be allowed to enter Activo premises open to the public or other third parties with that person. At no time will persons with disabilities whom a support person accompanies be prevented from having access to that person while on our premises.

## Notice of Temporary Disruption

We will notify visitors in the event of a planned or unexpected temporary disruption in the Activo offices or services usually used by persons with disabilities.

## Training for Employees

Activo will train all employees, partners, volunteers, and others who deal with the public or third parties on behalf of Activo. Activo will also provide training for those involved in developing and approving policies, practices, and procedures.

Training will consist of the following:

- Purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and BC’s Accessibility 2024 and the requirements of the Accessibility Standards for Customer Service
- How to interact and communicate with persons with various types of disabilities

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# Activo

- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog service animal or a support person
- What to do if persons with disabilities are having difficulty accessing Activo's goods and services

Training will be provided to all current employees upon this policy taking effect and upon amendments to the policy. New employees will be provided with such training as part of their orientation. Documentation of training of employees shall be maintained by Human Resources and/or Management.

## **Feedback Process**

Comments and feedback about the delivery of services to persons with disabilities are welcomed, as they may help identify areas that require change and assist in continuous improvement. Contact [HR@activo.ca](mailto:HR@activo.ca) and all feedback will be addressed immediately. Some feedback may require more effort to address and need to be reviewed in detail.

## **Availability of Policy**

Per Provincial Legislation, this policy will be available to anyone upon request.

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[www.activo.ca](http://www.activo.ca)