

# Accessibility Policy - Ontario

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## Statement of Organizational Commitment

Scandinavian Building Services is committed to providing an environment that is safe and equally accessible to all people with or without disabilities.

Following our company core values, we believe that all team members should feel respected and heard in reference to any obstacle that is presented, ensuring there is equal access to all regional offices.

Scandinavian will abide to remove and prevent any barriers to accessibility to confirm that all requirements necessary are met for the Ontario's accessibility laws.

## Training

We are committed to training all team members and volunteers in accessible customer service, along with other Ontario accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- all persons who participate in developing the organization's policies; and
- all other persons who provide services or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles.

Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the names of individuals to whom it was provided.

In situations where specialized training is required in training assistive devices, Scandinavian will seek out a third-party resource to supply the needed training or provide an E-Learning course.

## **Assistive Devices**

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

In situations where specialized training is required in training assistive devices, Scandinavian will seek out a third-party resource to supply the needed training.

## **Communication**

We communicate with people with disabilities in ways that take into account their disability. This may include visual, auditory or tactile approaches.

We will work with the person with disabilities to determine what method of communication works for all team members.

## **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 and third parties.

When we cannot easily identify that an animal is a service animal, our team members may ask for 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 services or facilities:

- explain why the animal is excluded
- discuss with the team member, client or contractor another way of providing services or access to our facilities

### **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.

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization 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. On sites that Scandinavian provides services, the Client will be responsible for all communication per their own policies.

### **Scandinavian Facilities include:**

Office in Vaughan:  
#13, 115 Woodstream Blvd  
Woodbridge, ON L4L 8K5

Office in Windsor:  
#1, 3353 Walker Road  
Windsor, ON N8W 3R9

The notice will be posted for the public on the front door of the building.

### **Feedback Process**

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

Feedback may be provided in the following ways:

Email to [SOS@scandibldg.com](mailto:SOS@scandibldg.com)

All feedback, including complaints, will be directed to the appropriate department, based on the nature of the complaint. Customers can expect to hear back within 2 business days.

Scandinavian Building Services Ltd. ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

### **Notice of Availability of Documents**

Scandinavian Building Services Ltd. notifies the public that documents related to accessible customer service are available upon request.

Scandinavian Building Services Ltd. will provide these documents 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.

### **Information and Communications**

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- in a timely manner, taking into account the person's accessibility needs due to disability; and
- at a cost that is no more than the regular cost charged to other persons

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- an explanation as to why the information or communications are unconvertible; and
- a summary of the unconvertible information or communications

Accessible formats and communication supports are available on our website. We are committed to meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

## **Employment**

A copy of our Accommodation Policy is available on request.

## **Design of Public Spaces**

We will meet accessibility laws when building or making major changes to public spaces. Our public spaces include:

- Accessible off-street parking
- Accessible on-street parking
- Service-related elements such as Reception

We put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

## **Changes to Existing Policies**

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