

	<b>Policy Name: AODA POLICY/PROGRAM</b>
	Reference: Accessibility for Ontarians with Disabilities Act 2005 (AODA) Last date revised: 2024-01-05

## 1.0 PURPOSE

In compliance with the *Accessibility for Ontarians and Disabilities Act, 2005 (“AODA”)*, the purpose of this policy is to outline responsibilities of all staff personnel on behalf of AlphaBee Inc. (“AlphaBee”) in providing accessible goods, services and opportunities to people with disabilities.

## 2.0 POLICY

### 2.1 Our Statement of Commitment

AlphaBee always strives to provide its good, services and opportunities in a way that respects the dignity and independence of people with disabilities. We are committed to providing people with disabilities an opportunity equal to that given to others, to use, and benefit from goods and services we offer. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under AODA and Ontario’s accessibility laws.

We are committed to meeting our current and ongoing obligations under the *Ontario Human Rights Code, R.S.O. 1990, c.H.19 (“OHRC”)* respecting non-discrimination. In addition, we understand, our obligations under the AODA do not substitute or limit our obligations under the OHRC or obligations to people with disabilities under any other law in Ontario.

### 2.2 Providing goods, services and opportunities to people with disabilities

We are committed to excellence in serving all, including people with disabilities.

This commitment is demonstrated in the areas of:

#### 2.2.1 Communication / Customer Service

We provide accessible customer service; we communicate with people with disabilities in ways that take into account their disability, this includes but not limited to, working with people with disabilities to determine what method of communication works for them. We train all staff personnel on how to interact and communicate with people with disabilities. Our websites meet the requirement of internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. in accordance with Ontario’s accessibility laws.

### **2.2.2 Telephone services**

We train staff personnel to communicate over the telephone in clear and plain language and to speak clearly and slowly. We have a Text-to-Landline option that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate, by allowing them to type an initial message to the landline. The Landline number is (416) 367-5968. The continuation of communication after the initial message would then be done via company cell phone, using texting feature.

### **2.2.3 Assistive devices**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. In cases where the assistive device presents a significant and unavoidable health and 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 ensure that our staff are 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.

### **2.2.4 Service Animals**

We welcome people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. We will also ensure that all staff personnel are trained in how to interact with people with disabilities who are accompanied by a service animal.

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. When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional or nurse that confirms the person needs the service animal for reasons related to their disability.

Every effort will be made to ensure that any offsite event venues are compliant with our commitment regarding service animals. In situations where the service animal is prohibited by another law or health and safety reasons, we will notify the customer and provide another way for the person to access our goods, services, or facilities.

### **2.2.5 Support person**

We welcome people with disabilities who are accompanied by a support person on the parts of our premises that are open to the public, they are allowed to enter our premises or offsite events with their support person. No additional fees are charged for support persons. We inform customers by posting the information on our premises and will also include a notice on our company website in the future.

In certain cases, we might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, we 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

### **2.2.6 Billing**

We are committed to providing accessible invoices to all customers. Invoices will be provided in alternative format upon request. Customers can contact us in person, by telephone (416) 367 5968 or via email at [finance@alphabee.com](mailto:finance@alphabee.com).

### **2.2.7 Employment**

We are committed to welcoming people with disabilities with respect to recruitment, employment, training, career development and career progression. We notify employees, job applicants and the public that accommodations are available upon request. We consult with all staff personnel when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability.

### **2.2.8 Facilities/Notice of Temporary Disruption**

We are committed to ensuring that our premises and related services are welcoming and accessible to people with disabilities. We will provide notice to all customers in the event of a planned or unexpected disruption to accessible services or facilities. This notice will include information about the reason for the disruption, how long the disruption will last, and a description of alternative facilities or services, if available.

## **3.0 PROCEDURES:**

### **3.1 Training for all staff**

We are committed to providing disability related accessibility training to all staff personnel. Training of staff personnel on accessibility relates to their specific roles and various formats are available upon request.

In addition, we will train:

- a) all persons involved in the development of organization's policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization.

Training includes the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the requirements of the integrated and customer service standards
- The Ontario Human Rights Code and how it pertains to persons with disability
- Our policies, practices and procedures related to the integrated standards
- 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
- How to learn about the use of various assistive devices
- What to do if a person with a disability is having difficulty in accessing our goods, services or facilities

We train staff personnel during orientation or as soon as practicable after being hired and provide training in respect of any changes to the policies, practices and procedures. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

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

We notify the public that documents related to accessible customer service are available upon request by posting a notice on our website. We 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. If we are unable to provide accessible documents due to uncontrollable circumstances, we will provide the reason and a short summary of the document instead, if available.

### **3.3 Modifications to this or other policies**

All our policies and procedures will be developed and updated so as to respect and promote the dignity and independence of persons with disabilities.

### **3.4 Program Evaluation and Continuous Improvement / Feedback Process**

We will regularly evaluate the effectiveness of our AODA policy and program. This review will ensure we are continuously reviewing and updating policies and procedures to address any identified barriers and improve accessibility.

#### **3.4.1 Feedback Process**

Our goal is to meet and exceed expectations of people with disabilities. All feedback, including complaints, regarding our accessible services is welcomed and can be submitted via the Customer Feedback Form on our premises, by telephone at (416) 367-5968 or email at [info@alphabee.com](mailto:info@alphabee.com). Feedbacks are directed to the appropriate management personnel/Human Resources and responses will follow within 10 business days. Customer Feedback Form will be available on our website in the future. Customer feedback will help us identify barriers and respond to concerns. Accessible formats and communication supports are available upon request.

### **3.5 Design of public spaces**

AlphaBee will meet the Accessibility Standards when building or making major changes to public spaces. We put procedures in place to prevent service disruptions to the accessible parts of our public spaces. In the event of a service disruption, we will notify the public of service disruption and alternatives available.

## **4.0 DEFINITIONS:**

**BARRIER:** anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice ("obstacle").

**DISABILITY:** (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect 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 impairment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on 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 or (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, ("handicap").

**GUIDE DOG:** a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations (Blind Persons' Rights Act).

**SERVICE ANIMAL:** an animal acting as a service animal for a person with a disability,

(a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or

(b) the person provides a letter from a regulated health professional or nurse confirming that the person requires the animal for reasons relating to the disability

**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

**SUPPORT PERSON:** in relation to a person with a disability, another person who accompanies them in order to help with communications, mobility, personal care or medical needs or with access to goods or services.

This document is publicly available. Accessible formats are available upon request.