



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES POLICY

The purpose of this policy is to ensure that employees, and applicants for employment at NewFound Recruiting are aware of their rights and responsibilities under the Integrated Accessibility Standards. (Integrated Accessibility Standards have been developed to break down barriers and increase accessibility for persons with disabilities in the areas of employment – amongst other areas.)

NewFound Recruiting is committed to applying reasonable efforts to ensure that it provides accessible customer service to people with various kinds of disabilities, and respects the core principles of independence, dignity, integration, and equal opportunity.

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability. The Integrated Accessibility Standards has been established under the Act to ensure goods and services are, where at all possible, equally accessible to every member of the public.

We at NewFound Recruiting strive to provide an accessible customer service experience. The objective of this policy is to ensure we meet the requirements of the Standard and promote its underlying core principles, described below.

The Policy applies to all employees. NewFound Recruiting will train its employees on accessibility as it relates to their specific roles.

DISABILITY:

- The foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- Condition of mental impairment or a developmental disability;
- Learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- Mental disorder, or;
- Injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

GUIDE DOG

A guide dog as defined in section 1 of the *Blind Persons Rights' Act* is a dog trained as a guide for a person who is blind and having qualifications prescribed by the regulations under the *Blind Persons' Rights Act*.

SERVICE ANIMAL

An animal is a service animal for a person with a disability:

If it is readily apparent that the animal is used by the person for reasons relating to his or her disability, or if the person provides a letter from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.

SUPPORT PERSON

A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods or services.

CORE PRINCIPLES OF THE POLICY

NewFound Recruiting ensures that the Policy and related practices, policies and procedures are consistent with the following four (4) core principles:

- **DIGNITY**
Persons with a disability should be treated as valued clients/customers as deserving of service as any other customer.
- **EQUALITY OF OPPORTUNITY**
Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services.
- **INTEGRATION**
Where possible, persons with a disability should benefit from our services in the same place and in the same or similar manner as any other person. In circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the person's individual needs.
- **INDEPENDENCE**
Services should, where possible, be provided in a way that respects the right of persons with a disability to determine for themselves what goods and services they wish to access and how they wish to access them.

IMPLEMENTATION

The Director of Operations and Human Resources are responsible for:

- Developing and implementing policies, practices and procedures aimed at providing accessible services to persons with a disability;
- Developing and implementing an accessibility training program as required by the Standard;
- Developing, implementing and administering a feedback procedure as required by the Standard;
- Overseeing the posting of notice of temporary disruptions as required by the Standard; Filing Accessibility Reports as may be required under section 14 of the Act.

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

POLICIES, PRACTICES AND PROCEDURES

NewFound Recruiting shall make reasonable efforts to ensure that its policies, practices, and procedures which impact the delivery of its services to the public or to other third parties are consistent with the core principles of dignity, equality of opportunity, integration and independence as defined above.

Examples of how the core principles will be incorporated into NewFound Recruiting policies, practices and procedures include but are not limited to:

- Ensuring that, wherever possible, all persons with a disability receive the same value and quality of service;
- Being available and willing to assist persons with a disability to access services but always asking permission from the person before doing so;
- Allowing persons with a disability to do things in their own ways, at their own pace when accessing services as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that persons with a disability have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing services; and
- Consulting with persons with disabilities in order to determine how services can be made accessible.

COMMUNICATION

NewFound Recruiting strives to communicate with persons with a disability in a manner that considers the disability. Approaches for communication are set out in our accessibility training program.

ASSISTIVE DEVICES

Persons with a disability are welcome, where possible, to use their own Assistive Device when on premises owned by NewFound Recruiting for the purposes of obtaining, using, or benefiting from the NewFound Recruiting services. Examples of assistive devices include walkers, wheelchairs, and oxygen tanks.

SERVICE ANIMALS

Persons with a disability may enter premises owned and/or operated by NewFound Recruiting accompanied by a Guide Dog or Service Animal and keep the Guide Dog or Service Animal with them, if the public or other third parties have access to such premises and the Guide Dog or Service Animal is not otherwise excluded by law.

When NewFound Recruiting cannot easily identify that an animal is a service animal, NewFound Recruiting may ask a person to provide documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. If a Guide Dog or Service Animal must be excluded by law, NewFound Recruiting will explain why this is the case and explore alternative ways to meet the person's needs.

SUPPORT PERSONS

A person with a disability may enter premises owned and/or operated by NewFound Recruiting with a Support Person and have access to the Support Person while on the premises.

NewFound Recruiting may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises. Before making the decision to require a support person, NewFound Recruiting will:

- Consult with the person with a disability to understand their needs;
- Consider health or safety reasons based on the available evidence;
- Determine if there is any other reasonable way to protect the health or safety of the person or others on the premises.

NOTICE OF TEMPORARY DISRUPTIONS

NewFound Recruiting will provide notice if there is a planned or unexpected disruption of a facility or service persons with a disability use to access NewFound Recruiting services, or that is used to access one of the premises NewFound Recruiting operates.

The notice may be posted at the entrance of the applicable premises, on the home page of the company's website, on NewFound Recruiting's voicemail message or email signature or in any other manner as may be appropriate in the circumstances.

The notice will include the following information:

- That a facility or service is unavailable.
- The anticipated duration of the disruption.
- The reason for the disruption.
- Alternative facilities or services, if available.

TRAINING AND RECORDS

NewFound Recruiting will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the Human Rights Code as it pertains to persons with disabilities. The training will be appropriate to the duties of the employees of NewFound Recruiting, and ongoing training as required under the Standard to all employees, anyone involved in developing our policies and anyone who provides goods, services, or facilities to customers on our behalf.

Employees will be trained when changes are made to the accessibility policy. New employees and volunteers will be trained when hired.

CONTENT OF TRAINING

Training will include:

- A review of the purpose of the Act and requirements of the Standard.
- A review of the Policy.
- How to interact and communicate with persons with various types of disabilities.
- How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person.
- How to use equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services.

- What to do if a person with a disability is having difficulty accessing our premises and/or services.

TIMING OF TRAINING

Training will be provided to all persons to whom this Policy applies as soon as practicable after they are assigned the applicable duties. On-going training will occur as changes are made to policies, procedures and practices and as new individuals assume the applicable duties.

DOCUMENTING TRAINING

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance with the requirements of the Standard.

TRAINING FOR CONTRACTORS

NewFound Recruiting will ensure that service contracts with contractors who provide goods and/or services on behalf of NewFound Recruiting include a commitment to receive training that is required under the Standard.

ACCESSIBILITY STANDARDS FOR EMPLOYMENT

NewFound Recruiting takes measures to meet the following requirements under the Employment Standards as prescribed by the Regulation:

Individualized Workplace Emergency Response Information:

NewFound Recruiting will provide individualized workplace emergency response information to employees who have a disability when the organization is made aware of the need for accommodation. The individualized emergency response plan and associated information will be made available in alternate format as needed to consider the disability.

RECRUITMENT, ASSESSMENT AND SELECTION PROCESSES

NewFound Recruiting will:

- Add an accessibility statement to all job postings and on its website.
- Notify the employees and the public about the availability of accommodations for applicants with disabilities throughout the recruitment process.

- Notify internal and external job applicants that accommodations to support their participation in all aspects of the recruitment process will be provided on request.
- Notification will be provided in all job postings, and in alternate formats when requested, as well as when communicating with applicants verbally or in writing.
- Notify job applicants that accommodations and supports will be provided on request when they are chosen to participate in the assessment and selection process.
- Notify successful applicants of our policies for accommodating employees with disabilities when making an offer of employment.

INFORMING EMPLOYEES OF SUPPORTS

NewFound Recruiting will inform its employees about its policies to support employees with disabilities and will provide job accommodations that consider the accessibility needs of employees with disabilities.

ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS FOR EMPLOYEES

NewFound Recruiting will, when requested by an employee with a disability, provide or arrange for the provision of accessible formats and communication supports for information that is needed by the individual to perform his or her job.

Provide, or arrange for the provision of, information that is generally available to employees in the workplace. The organization will consult with the employee to determine the suitability of an accessible format or communication support.

RETURN TO WORK PROCESSES

NewFound Recruiting will have in place a return-to-work process for employees who have been absent from work due to a disability and require disability related accommodations to return to work. Such processes shall be documented and must outline the steps that NewFound Recruiting will take to facilitate the return to work and include an individual accommodation plan.

FEEDBACK PROCEDURE

RECEIVING FEEDBACK

NewFound Recruiting welcomes and appreciates feedback regarding this Policy and its implementation. NewFound Recruiting will provide or arrange accessible formats and communication supports on request. Feedback can be provided in the following ways:

- **In writing:**

Director of Operations and/or the Human Resources Department

NewFound Recruiting Corporation

101-235 Terence Matthews Crescent

Ottawa, Ontario

K2M 2B3

By telephone: (613) 435-6607 x 109

By Fax: (613) 596-4949

Electronically: lynn@newfoundrecruiting.com and/or tina@newfoundrecruiting.com

RESPONDING TO FEEDBACK

NewFound Recruiting will make reasonable efforts to resolve complaints at the time that they are made. If immediate resolution of a complaint is not possible NewFound Recruiting will contact the complainant and attempt to reach a resolution provided the complainant has provided their contact information.

DOCUMENTATION TO BE MADE AVAILABLE

This Policy shall be made available to any member of the public upon request. NewFound Recruiting will provide this document in an accessible format or with communication support, on request and consult with the requesting individual in advance to determine accessibility requirements.

Notification of same shall be posted on NewFound Recruiting's website.

FORMAT OF DOCUMENTS

NewFound Recruiting will provide documents, or the information contained in documents, required to be provided under the Standard, to a person with a disability in a format that takes the person's disability into account.

MODIFICATIONS

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

QUESTIONS ABOUT THIS POLICY

For more information about the Policy or for questions regarding NewFound Recruiting’s policies, practices and procedures for accessible customer service please contact:

- **In writing:**

Director of Operations and/or the Human Resources Department

NewFound Recruiting Corporation

101-235 Terence Matthews Crescent

Ottawa, Ontario

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By telephone: (613) 435-6607 x 109

By Fax: (613) 596-4949

Electronically: lynn@newfoundrecruiting.com and/or tina@newfoundrecruiting.com

REVIEW PERIOD

This policy will be reviewed annually and will be revised considering any legislative changes.

EMPLOYEE ACKNOWLEDGEMENT

I, _____ (print full name) have received and read a copy of the NewFound Recruiting *Accessibility for Ontarians with Disabilities (AODA) Policy*.

I have familiarized myself with the contents of this policy and am aware of its terms. By my signature below, I acknowledge, understand, accept, and agree to comply with the information contained in the *Accessibility for Ontarians with Disabilities (AODA) Policy* provided to me by NewFound Recruiting.

I understand that the *Accessibility for Ontarians with Disabilities (AODA) Policy* is subject to change, and it is my responsibility to review on a regular basis, as supplied by NewFound Recruiting.

Employee Name (Print): _____

Employee Signature: _____

Date:

The signed acknowledgement sheet will be kept in the employee file.