

## **INTEGRATED TECHNOLOGY LTD. (ITL CIRCUITS) ACCESSIBILITY POLICY**

### **POLICY STATEMENT**

ITL Circuits is committed to providing an accessible environment in which all individuals have equal access to all facilities in a manner that respects their dignity and independence. We will continue to prevent barriers by designing inclusive and supportive positive attitudes and preventing attitudes which devalue and limit the potential of persons with disabilities.

ITL Circuits supports the goals of the Accessibility for Ontarians with Disabilities Act (AODA) and have established policies, practices, and procedures which are consistent with the accessibility standards.

### **DISABILITY**

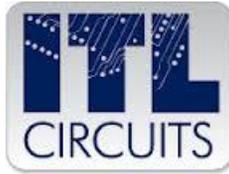
In accordance with Human Rights legislation, a disability is defined as follows:

- Diabetes
- 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
- Physical reliance on a guide dog or other animal, or on a wheelchair or other remedial appliance or device

### **BARRIER**

A barrier is anything that prevents a person with a disability from fully taking part in society because of that disability. Some barriers include:

- Physical barriers (e.g. a stop at the entrance to the building or a door that is too heavy to be opened by an individual with limited upper body mobility and strength)
- Architectural barriers (e.g. A hallway or door that is too narrow for a wheelchair or scooter)



- Information or communication barriers (e.g. a publication that is not available in large print)
- Attitudinal barriers (e.g. assuming people with a disability cannot perform a certain task when in fact that can or ignoring a customer in a wheelchair)
- Technological barriers (e.g. a website that is not accessible for people who require the use of a screen reader)
- Barriers created by policies or practices (e.g. Not allowing animals on the premises, excluding or removing individuals who require the use of service animals)

## **DESCRIPTION**

ITL Circuits is committed to reducing/eliminating barriers in its environment for staff, customers, and suppliers with disabilities as well as providing services to those individuals in accordance with the requirements of all Human Right legislation and other provincial legislation such as AODA. As legislation changes and develops, ITL will review, and change as necessary, its policies, practices and procedures to reflect any changes made in legislation.

To achieve this goal, ITL will endeavour to take the following steps:

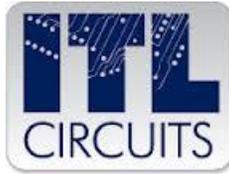
- Identification of Barriers
- Removal of Identified Barriers
- Prevention of Barriers
- Increase Awareness of Accessibility Initiatives at all levels of the organization
- Promotion of compliance policies and procedures with respect to accessibility

## **ASSOCIATED POLICIES**

### Customer Service Policy

#### Purpose

ITL 's Accessibility Policy and Statement of Commitment to providing accessible customer service gives guidance to the delivery of services to people with disabilities, in compliance with requirements of provincial legislation such as Accessibility for Ontarians with Disabilities Act (AODA). This applies to all ITL's staff, customers, suppliers, third party contractors and visitors.



The Senior Management team of ITL is committed to, and will work to improve access and opportunity for people with disabilities by identifying, removing and presenting barriers that may interfere with their ability to make full use of the services.

### Policy

ITL's goal is to deliver exceptional customer service that meets and exceeds customer expectations. We endeavour to service our customers in a manner that reflects the principles of dignity, independence, integration and equal opportunity. Our commitment is to provide everyone, including those individuals living with disabilities, the same opportunity to access our facilities and services.

### Guiding Principles

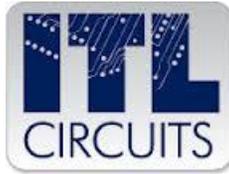
The following guiding principles clarify expected attitudes and behaviours in daily work life with customers, suppliers, visitors, and each other:

- Respect: Each of us will demonstrate honesty, integrity, and belief in people
- Ownership: Each of us is accountable for creating an environment that contributes to the success of our customers and each other
- Collaboration: Each of us has an important role in working together for a common purpose
- Continuous Improvement: Each of us is committed to ongoing improvement in all we do to anticipate and exceed needs as they evolve.

### Providing Goods and Services to People with Disabilities

ITL Circuits is committed to excellence in serving all customers, suppliers, visitors, and employees including persons with disabilities by removing barriers to their full participation that may arise in the course of doing business as follows:

- 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 will train staff to communicate with individuals over the telephone in clear and plain language and to speak clearly and slowly if required by the individual. We will offer to communicate with individuals using email if telephone communication is not suitable to their communication needs or is not available.
- Assistive Devices: We are committed to serving individuals with disabilities who use assistive devices to obtain, use or benefit from our services and as such, individuals are free to use their personal assistive devices in any ITL environment. ITL offers measures that may assist individuals while on site and we will ensure that our staff is familiar with the various assistive devices that may be used.
- Documentation: All published documents can be available in hard copy, large print, and email if required.

### Service Animals

ITL will accommodate the use of service animals by people with disabilities who are accessing our facilities with the exception where the area may be a danger to the animal. (Plating Department – chemicals on floor)

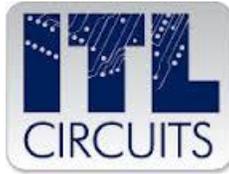
A guide dog is defined in Section One of the Blind Persons' Rights Act. To be considered a service animal under this Customer Service Policy, it must be readily apparent that the animal is being used because of a person's disability or the person with a disability must provide a letter from a physician or nurse confirming that it is required because of his or her disability.

### Support Persons

Where a person with a disability is accompanied by a support person, ITL's staff shall ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises.

A support person is a person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs. The support person can be a paid support worker, volunteer, a friend or a family member.

### Training of Staff



ITL will provide training to all staff who may deal with individuals with disabilities. Training will cover the following:

- How to interact and communicate with people with various types of disabilities
- How to interact with individuals with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty accessing ITL's facilities, information, etc.

Training for new staff members will occur within the orientation program.

### Communication and Feedback Process

Documentation that describes our accessibility commitments will be maintained on ITL's website and provided to individuals, upon request, in the appropriate format.

Comments on our services and how well those expectations are being met are welcome and appreciated. ITL will thoroughly review all customer feedback, investigate its relevance to our Customer Service Policy and to our accessibility commitments, and determine actions or steps to rectify to the individual's satisfaction.

### Questions Concerning This Policy

Any questions about this policy should be referred to [bernie@itlcircuits.com](mailto:bernie@itlcircuits.com). Internal questions should be directed to Human Resources