



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES

Canada – Human Resources

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Purpose

The purpose of this **procedure** is to provide and maintain a **workplace** that is free of barriers to all its customers, **employees**, **sub-contractors** or other **third parties** and to adhere to the principles of dignity, independence, integration and equal opportunity for all.

Revision Index

Version	Issuance Date	Revision Details
01	2021-05-06	Publication
02	2022-03-01	Clarifications made to the Scope and Audience
2.1	2024-06-21	Issuance in new template with new company brand and new document number (replaces 35-AG-001), added comment in 4.6

1. Scope

The **scope** of this **Human Resources** regional **procedure** applies to all Ontario **employees**, who are expected to contribute to maintaining a work environment that is free of barriers to all its customers, **employees**, **sub-contractors** and other **third parties** and to adhere to the principles of respect, dignity, independence, integration and equal opportunity for all.

2. Audience

This **procedure** applies to all **employees**, volunteers, agents and/or **contractors** who deal with the public or other **third parties** that act on behalf of **AtkinsRéalis** in their provision of goods and services at premises owned and operation by **AtkinsRéalis**.

3. Definitions

All terms in **bold and italics** are defined in the [Global Glossary](#) and as detailed below.

Assistive device

An assistive device is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that individuals bring with them (such as a wheelchair, walker or a personal oxygen tank) that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability

Disability includes:

- any degree of physical, psychological or mental impairment, illness, infirmity, malformation or disfigurement;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the applicable Workplace Safety and Insurance legislation.

Service animal

Refers to an animal for a person with a **disability** if:

- it is readily apparent that the animal is used by the person for reasons relating to their **disability**; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the **disability**.

Support person

A support person means, in relation to a person with a **disability**, another person who accompanies them in order to help with communication, mobility, personal care, medical needs or access to goods and services.

4. General principles

4.1 The provision of goods and services to persons with disabilities

- **AtkinsRéalis** will make every reasonable effort to ensure that its **policies**, practices and **procedures** are consistent with the principles of dignity, independence, integration and equal opportunity by:
- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer's **disability**.

4.2 Assistive devices

- Persons with disabilities may use their own **assistive devices** as required when accessing goods or services provided by **AtkinsRéalis**.
- In cases where the **assistive device** presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services

4.2.1 Service animals

- A customer with a **disability** who is accompanied by a **service animal** will be allowed access to premises that are open to the public unless otherwise excluded by law. “No pet” **policies** do not apply to **service animals**.

4.2.2 Care and control of the animal

- The customer that is accompanied by a **service animal** is responsible for maintaining care and control of the animal at all time.

4.2.3 Allergies

- If a health and safety concern presents itself, for example, in the form of a severe allergy to the animal, **AtkinsRéalis** will make all reasonable efforts to meet the needs of all individuals.

4.3 Support persons

If a customer with a **disability** is accompanied by a **support person**, **AtkinsRéalis** will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the **support person**.

There may be times where seating and availability prevent the customer and **support person** from sitting beside each other. In these situations **AtkinsRéalis** will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

4.4 Notice of disruptions in service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of **AtkinsRéalis**. In the event of any temporary disruptions to facilities or services that customer's with disabilities rely on to access or use **AtkinsRéalis'** goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

4.4.1 Notification will include:

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- description of alternative services or options

4.4.2 Notification options:

When disruptions occur **AtkinsRéalis** will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption;
- contacting customers with appointments;
- verbally notifying customers when they are making a reservation or appointment; or
- by any other method that may be reasonable under the circumstances.

4.5 Feedback process

AtkinsRéalis shall provide customers with the opportunity to provide feedback on the service provided to all customers regardless of their abilities. Information about the feedback process will be readily available to all customers.

4.5.1 Submitting feedback

Feedback regarding the way **AtkinsRéalis** provides goods and services to people with disabilities can be submitted in the following ways:

- Verbally: in-person to an onsite **employee** who will then direct the feedback to Facilities by email;
- Written: email directly or hand-written and submitted to an onsite **employee** who will then direct the feedback to Facilities by email.

Feedback can be emailed to 2366@atkinsrealis.com. Customers providing formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

4.6 Training

Training on the **AtkinsRéalis** Accessibility for Ontarians with Disabilities Act **procedure** will be provided to the following and completed during the on-boarding process:

- all existing and new **employees**, volunteers, agents and/or **contractors** who deal with the public or other third parties that act on behalf of **AtkinsRéalis**, and
- those who are involved in the development and approval of customer service **policies**, practices and **procedures**.

All training will be documented and retained by **AtkinsRéalis** upon completion. Training will include:

- the purposes of the **procedure** and any applicable legislation dealing with the issue of Accessibility for Individuals with Disabilities Act, 2005 and the requirements of the customer services standard;
- how to interact and communicate with people of 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 use the equipment/devices available on our premises or otherwise that may help with the provision of goods or services to people with disabilities;
- what to do if a person with a **disability** is having difficulty in accessing our goods and services;
- a review of our **policies**, practices and **procedures** relating to the customer service standard.

AtkinsRéalis will provide ongoing training when there are changes to the **procedure**. Training is provided on the Ontario Human Rights Code (OHRC) and on the Integrated Accessibility Standards Regulation (IASR).

4.7 Notice of availability and format of documents

AtkinsRéalis shall notify customers that the documents related to the Accessibility Standard for Customer Service are available upon request and in a format that takes into account the customer's **disability**. Notification will be given by posting the information in a conspicuous place owned and operated by **AtkinsRéalis**, the **AtkinsRéalis** website and/or any other reasonable method.

5. Exceptions and deviations

To request an exception or **deviation** from this **procedure**, please email 2366@atkinsrealis.com. This procedure exists to strive for service excellence to customers with disabilities. Exceptions and deviations

6. Guidance

For questions or further information with respect to this procedure, please contact your local Human Resources

Controls and tasks related to this document (delete if not applicable)

1. **AtkinsRéalis** shall provide customers with the opportunity to provide feedback on the service provided to all customers regardless of their abilities.
 2. **AtkinsRéalis** shall notify customers that the documents related to the Accessibility Standard for Customer Service are available upon request and in a format that takes into account the customer's **disability**. Notification will be given by posting the information in a conspicuous place owned and operated by **AtkinsRéalis**, the **AtkinsRéalis**' website and/or any other reasonable method.
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Related documents & regulations (delete if not applicable)

[Individual Accommodation Plan](#) Form

[Individual Emergency Response Plan Accommodation](#) Form

[Return to Work Plan](#) Form

[Emergency Response Plan](#) Guidelines

[Individual Accommodation Plan Process](#) Guidelines

[Multi-Year Accessibility Plan](#) Guidelines
