

PURPOSE

In accordance with Regulation 429/07, *Customer Service Standard* under the *Accessibility for Ontarians with Disabilities Act, 2005*, (AODA) the Quantum group of companies - Ontario (*Quantum Management Services Ltd., Quantum Technology Recruiting Inc., and Alternacare Inc.*), hereinafter referred to as "Quantum", is committed to the standards in meeting the accessibility needs of persons with disabilities.

SCOPE

The scope of this policy extends to all customers/clients who physically visit or contact a Quantum Ontario branch office, internal employees and temporary or contract workers placed on an assignment for a Quantum client.

STANDARD

Persons with disabilities will be given an opportunity *equal* to that given to others, to obtain, use or benefit from the services provided by and on behalf of Quantum.

Quantum is committed to providing exceptional and accessible service for its candidates, clients and visitors. Services will be provided in a manner that respects the *dignity and independence* of all. The provision of services to persons with disabilities will be *integrated* wherever possible. Persons with disabilities will be given an opportunity *equal* to that given to others, to obtain, use or benefit from the services provided by and on behalf of Quantum.

Definitions:

Accessible = means customer service is provided in a manner that is capable of being easily understood or appreciated; easy to get at; capable of being reached, or entered; obtainable.

Disability = as defined by the AODA and The Ontario Human Rights Code, is:

- a) any degree of physical infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness
- 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,
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

Service Animal = 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 his/her 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 person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to services.

Customer/Client - refers to candidates, clients and others within this context

Assistive Device = a technical aid, communication device or medical aid, modified or customized, that is used to increase, maintain or improve the functional abilities of people with disabilities

Barrier = as defined by the AODA, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. This includes a physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice

ACCESSIBILITY OF SERVICES

Communication:

Quantum strives to communicate with customers/clients with a disability in a manner that takes into account both the disability and the client's preferred method of communication. Common communication methods include telephone, email, in person and written (written can include various font sizes, formats).

The availability of accessibility services will be communicated to the customer/client upon contact, via telephone, email, or posted signs at reception.

Assistive Devices, Service Animals and Support Persons:

Customers/clients with a disability are permitted to use their own assistive devices on Quantum premises, where possible. Should any barriers exist, then Quantum will make every reasonable effort to remove or limit the barrier based on the customer/client's preferred method.

Customers/clients with a disability may be accompanied by a service animal while on Quantum premises. Quantum may request a medical letter confirming that the animal is a service animal. The service animal must be under the care and control of the individual at all times.

Customers/clients with a disability may be accompanied by a support person on Quantum premises. The person with a disability is not prevented from having access to the support person.

Notice of Temporary Service Disruptions:

Quantum shall post notices at the site of disruption when accessible services are not available. Any notice of disruption will contain the following:

- Reason for the disruption
- Anticipated duration
- Alternative facilities or services

Registration, Training and Testing:

Customers/clients will be advised of the availability of accessible services when engaged in registering, testing and/or training process with Quantum; this communication is also posted in reception of each Quantum Ontario branch office. Various formats are available as is the extension of time for completion, location, noise level, assistance, use of a support person, dictionary, lighting adjustments, etc.

FEEDBACK AND COMPLAINTS AND INVESTIGATION

The opportunity to provide feedback in any method is communicated within each Quantum employee's email signature. Feedback methods include by telephone, fax, in person, written and email.

All feedback will be forwarded to management and Human Resources and a response will be provided within a reasonable timeframe in the appropriate communication method.

COMMUNICATION

Quantum utilizes various methods in communicating its policies and programs, such as, E-mail, onsite training, physical board postings, online, etc.

TRAINING

Temporary or contract workers placed on an assignment for a Quantum client will be trained on the AODA Customer Service Standard through Quantum's online email link. This training will take place upon the start of the individual's first assignment. The training includes a test and a confirmation code will be provided upon completion. Individuals are required to provide confirmation of training/testing completion by replying via email to the original sender. Results are documented in the candidate profile of the Applicant Tracking System (ATS).

EVALUATION

An evaluation of this policy will be conducted annually by Human Resources. Evaluation is done using various methods: surveys considering legislative updates, comparison against the

standard, training effectiveness, audits, interviews, and/or observations and changes are made where required.

LEGISLATION

Ministry of Community and Social Services:

Accessibility for Ontarians with Disabilities Act

- Accessibility Standards for Customer Service (Ontario Regulation 429/07)