

PURPOSE

Quantum Management Services Ltd., and its group of companies (hereinafter referred to as 'Quantum') shall ensure that we meet the needs of persons with disabilities, Regulation 191/11 – Integrated Accessibility Standard, in a timely manner, through the implementation of this policy in accordance with the spirit and intent of all applicable legislation including the AODA, the Ontario *Human Rights Code*, and the *Occupational Health and Safety Act*.

SCOPE

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

STANDARD

Under Regulation 191/11 – Integrated Accessibility Standard, Quantum's policy states our commitment and application of the integrated standards of this regulation: Information and Communication Standard and the Employment Standard (*note: the Transportation Standard and Design of Public Spaces Standard do not apply to Quantum*).

In order to achieve our goals, Quantum has developed a multi-year Accessibility Plan which documents our strategy and commitment to meet the applicable standards of the IASR.

Definitions:

Accessible Formats = materials that have been converted to accessible formats which may include, but are not limited to, large print, electronic formats and other formats usable by persons with disabilities.

Accommodation = a special arrangement made or assistance provided so that persons with disabilities can participate in the experiences available to others. Accommodation shall vary depending on the person's specific accessibility needs.

Communication Supports = Methods and aids that facilitate effective communications with persons with disabilities that may include, but is not limited to, , alternative and augmentative communication supports, plain language, etc.

Disability= as defined under the AODA and the *Human Rights Code* as:

- 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 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,
- 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, 1997*.

Unconvertible

- a) If it is not technically feasible to convert the information or communications;

The technology to convert the information or communication is not readily available.

1. Information and Communication Standards

Quantum shall create, provide and receive information and communication in methods that are accessible to persons with disabilities.

If it is determined that it is not technically feasible to convert the information or communication, or the technology to convert the information or communication is not readily available the person requesting the information shall be provided with an explanation.

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.

Quantum shall make their company Internet and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines within the timelines of the legislative requirements.

2. Employment Standards

The Employment Standards builds upon the present requirements under the *Human Rights Code* in relation to accommodating persons with disabilities through the job application process and the employment relationship. It applies in respect to employees, volunteers, unpaid interns, and other persons.

At Quantum, we welcome all applicants of Age, Ancestry, colour, race, Citizenship, Ethnic origin, Place of origin, Creed, Disability, Family status, Marital status (including single status), Gender identity, gender expression, Receipt of public assistance (in housing only), Record of offences (in employment only), Sex (including pregnancy and breastfeeding), Sexual orientation.

The availability of accessible services will be posted on our website and in our emails. Should the applicant require and disclose their disability, Quantum shall take reasonable efforts to accommodate, where appropriate and possible, in the recruitment and selection process of employees, i.e. providing information in advance in an appropriate format, allowing support person, lighting and noise adjustments, etc. Accommodation requirements for temporary assignments shall be documented in Quantum's ATS and shared with our clients, upon consent. Further to this, specific emergency response information shall also be documented and disclosed with consent. Individualized workplace emergency response information will be reviewed and considered for subsequent assignments, and accommodation needs change, and, when the employer reviews its general emergency response policies (at least once annually). Again, this information shall be shared with our clients, as required and upon consent.

Quantum shall maintain a return-to-work process for its workers who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The work process shall take into account individualized requirements for the worker. Should the individual be involved in a return to work process then the individual requirements shall be considered and/or updated during that time.

GENERAL STANDARDS

Transportation Standards:

The Transportation Standards requirements do not apply to the company.

Design of Public Spaces Standards:

The Design of Public Spaces Standards requirements do not apply to the company.

Multi-Year Accessibility Plan:

Quantum has created a multi-year Accessibility Plan outlining a phased-in approach to prevent and remove barriers and address the current and future requirements of the AODA. Quantum will prepare an annual status report on the progress and measures taken to implement our Accessibility Plan. The plan shall be reviewed and updated at least every five years or as required.

COMMUNICATION

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

TRAINING

Employees, volunteers, unpaid interns, and other persons perform self-paced learning through Quantum's online accessibility training that is appropriate to their duties. This training includes Ontario's Accessibility Laws and the Human Rights Code 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

- Integrated Accessibility Standards (Ontario Regulation 191/11)