

## Provision of Goods and Services to People with Disabilities

### **Policy Statement**

Urban Strategies Inc. is committed to the provision of goods and services to people with disabilities in a manner consistent with the principles of dignity, independence, integration, and equal opportunity.

Goods and services will be provided in accordance with the spirit and intent of all applicable legislation including the AODA, the Ontario Human Rights Code, the Occupational Health and Safety Act, and the Ontario Building Code Act.

### **Definitions**

#### Disability:

For the purpose of this policy, the term “disability” includes:

- 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.

#### Employee:

For the purposes of this policy, the term “employee” refers to any person regarding whom Urban Strategies Inc. pays wages or a salary, has control over their assigned work and has a right to control the details of their work. This includes, but is not limited to:

- a. Regular Full-Time employees
- b. Regular Part-Time employees
- c. Temporary/Contract employees

#### Service Animal:

For the purposes of this policy, an animal is a service animal for a person with a disability:

- a. If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b. If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

“Service animal” also includes a guide dog as defined under the Blind Persons’ Rights Act Section 1.

## Support Person:

For the purposes of this policy, a “support person” is a person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services. The support person could be a paid personal support worker, a volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.

## **Operating Principles**

### Accessible Communication

Urban Strategies Inc. and its employees will communicate with people with disabilities in ways that take into account each person’s particular disability.

### *Service Animals and Support Persons*

Unless otherwise prohibited by law, persons with disabilities will be permitted to be accompanied by a service animal or support person:

- a. Where services are provided at premises operated by Urban Strategies Inc., and
- b. Where the public or third parties normally have access to such premises.

No admission is required to enter our premises, but if an event or situation occurred where a person supporting an individual with a disability is required to pay an admission fee, notice of the amount of this fee will be provided in advance of their visit.

### Assistive Devices

Urban Strategies Inc. is committed to serving people with disabilities who use assistive devices. We will endeavor to become familiar with the various assistive devices used by people with disabilities and will be flexible in facilitating their use by people with disabilities to access our goods and services.

Due to the design and age of the building in which we lease our office, there are no provisions to allow wheelchairs into the building. Our policy anticipates this difficulty and encourages holding meetings in wheelchair accessible locations for clients who require it.

### Disruption in Service

Urban Strategies Inc. will post timely public notice of a current or anticipated disruption in our leased facilities or services we provide to enable people with disabilities to access our services. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. Notices will be placed on the front door to our office for people to view before entering our facilities.

## Training

Urban Strategies Inc. provides training to:

- a. All its employees who could reasonably be expected to interact with the public or third parties on behalf of Urban Strategies Inc.
- b. All those who are involved in the development, approval, monitoring or implementation of Urban Strategies Inc. customer service policies, practices and procedures about the provision of good and services to the public and/or third parties.

This training is provided within two weeks of when the individual commences performing duties for Urban Strategies Inc. Additional training will be provided within three weeks of any revisions made to this policy and/or related procedures and practices.

Such training includes the following:

- a. A review of the purposes of the AODA and the requirements of its Customer Service Standard.
- b. An instructional video and training session that shows to interact and communicate with persons with various types of disability. Emphasis will be made to ensure that individuals are treated with respect as outlined in the Ontario Human Rights Code.
- c. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
- d. How to use equipment or devices available on Urban Strategies Inc.'s premises or otherwise provided by Urban Strategies Inc. that may help with the provision of goods or services to a person with a disability.
- e. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.

## Feedback Process

Urban Strategies Inc. is welcome to receiving feedback about the manner in which it provides goods or services to persons with disabilities. The feedback process will permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by e-mail.

Any feedback received will be taken into serious consideration by Urban Strategies and the firm will respond to individuals who provide feedback on our services. All feedback, including complaints, can be directed to Laura Shupak, Director of Finance & Operations, at [lshupak@urbanstrategies.com](mailto:lshupak@urbanstrategies.com). Depending on the nature of the feedback, responses will be within 20 working days of receiving feedback or complaints.

## Modifications to This or Other Policies

Any policy of Urban Strategies Inc. that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities in accessing our good and services will be modified or removed.

## Questions about this Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has questions about this policy kindly contact Laura Shupak, Director of Finance & Operations at Urban Strategies Inc..