

## Policy Statement

Centre for Imaging Technology Commercialization (CIMTEC) strives at all times to provide its services in a way that respects the dignity, independence, integration and equal opportunity of people with disabilities. We are also committed to preventing, identifying and removing barriers that impede the ability of people with disabilities to access our programs, goods and services. This includes customers, employees, Board of Directors, students, volunteers, third party service providers, the general public and any other persons dealing with the company.

## Roles and Responsibilities

CIMTEC **Management** endeavours to ensure that its policies, practices and procedures for the provision of programs, goods and services are consistent with the principles outlined in the Ontario Accessibility Standards for Customer Service and the Integrated Accessibility Standards, specifically:

- Reflects the principles of dignity and independence of persons with disabilities
- Provision of services to persons with disabilities and others will be integrated unless alternate measures are necessary, whether temporary or on a permanent basis, to enable a person with a disability to obtain, use and benefit from our programs, goods and services.
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from our programs, goods and services.
- Are reviewed and approved annually for compliance and incorporate any or all new programs, processes and/or services that are available to improve the accessibility to persons with disabilities.

Ensure its staff, volunteers and those delivering services on behalf of CIMTEC are adequately trained.

## Definitions

**Accommodate:** To modify the delivery of services, programs and goods to make them accessible to persons with disabilities

**Disability** as defined under the Ontario Human Rights Act and the Accessibility for Ontarians with Disabilities Act (2005) whether present, past or perceived:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and includes (diabetes, epilepsy, brain injury, paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or a physical reliance on a assistive devices, service animals, alternate communications and/or support persons.
- A condition of mental impairment or a developmental disability
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or the spoken language
- An injury or disability (temporary or permanent) for which benefits were claimed or received under the insurance plan established under the Workers Safety and Insurance Act (1997) or its equivalent.

**Assistive Device:** Include, but not limited to, wheelchairs, walkers, canes, crutches, scooters, Braille display boards, assistive listening devices, FM loop systems or assistive software.

## Guidelines

## **Use of Assistive Devices**

CIMTEC will permit individuals to use their assistive devices to obtain, use or benefit from its program, goods and services, this will include but is not limited to wheelchairs, canes, walkers, communication software and/or hardware. Upon request, other alternative service methods may be made available to best accommodate the needs of the individual.

## **Communication**

When communicating with a person with a disability, we will communicate in a manner that takes into account the person's disability. This can include reading written text, converting printed materials to plain text upon request and/or working directly with the person to provide information and materials in an alternate accessible format.

## **Service Animals**

The company recognizes that some individuals with disabilities may require the use of dogs or other service animals in order to access services. Persons with disabilities that are accompanied by a guide dog or other service animal will be permitted to enter the premises and to keep the animal with them, unless the animal is otherwise excluded by law from a specific area or the premises.

## **Support Persons**

In recognition that some individuals with disabilities rely on support persons for assistance while accessing services, a person with a disability who is accompanied by a support person will be allowed to enter the premises together with the support person, and will not be prevented from having access to the support person while on premises.

Given the nature of the services provided, support persons accompanying or assisting individuals with disabilities may be required to sign a confidentiality agreement.

## **Disruption of Service/Emergency Response**

In the event of a planned or unexpected disruption to CIMTEC facilities and/or services that are normally used /accessed by persons with disabilities, the Executive Director, Operations or their appointment representative will provide notice of the disruption to the public on its website and if appropriate may also post a notice on public entries and/or include a notification message on their telephone greeting. The notice will include the reason for the disruption, its anticipated duration and any alternate access to service that may be available.

## **Training**

CIMTEC will provide training to its staff about the provision of services to persons with disabilities. The training will include a review of this policy, the purposes of the Accessibility for Ontarians with Disabilities Act (2005) as well as the requirements under the Accessible Standards for Customer Service, the Integrated Accessible Standards and the Ontario Human Rights code as it pertains to disability.

The training will include:

- How to interact and communicate with persons with various types of disabilities as noted in this policy
- How to interact with persons with disabilities who use assistive devices, require a guide animal or the assistance of a support person.
- How to use any equipment or devices available at its facilities or provided by the company that may help with the provisioning of programs, goods and services to persons with disabilities

- What to do if a person with a disability is having difficulty accessing CIMTEC services

Specific additional training will be provided to applicable persons providing or assisting with;

- Accessible emergency response plans and individualized emergency evacuation plans for persons with disabilities
- Work accommodation and return to work accommodation plans for persons with disabilities
- The delivery of barrier free recruitment and performance management programs
- Website accessibility

All staff, volunteers, students, and third party providers will be trained on the Customer Service Standards and Integrated Accessibility standards by December 31, 2014, The Board of Director will be trained and on the all Accessibility standards by June 30, 2015 and on an ongoing basis when changes are made to policies, practices and procedures. New staff, volunteers, students, third party providers and Board of Directors will be trained upon commencement of employment as part of their orientation process.

CIMTEC will keep a record of the training that will include the number of people trained and the date the training was delivered.

### **Comments and Complaints**

Comments and complaints regarding CIMTEC Accessibility Standards for People with Disabilities policy, programs and provision of services to persons with disabilities can be made to:

By Mail: CIMTEC  
Suite 130, 100 Collip Circle,  
London ON N6G 4X8

By Phone: 519.858.5013 x 0  
Toll Free: 1.855.853.5155

**CIMTEC Website:** Complete and submit the accessibility feedback form found on the CIMTEC website ([www.cimtecimaging.com](http://www.cimtecimaging.com)). Comments and feedback will be received and addressed by CIMTEC within 15 working days

### **Copies of this Policy**

CIMTEC recognizes that persons with disabilities use methods other than standard print to access information. If requested CIMTEC will make every effort to provide a copy of this policy, the feedback form and/ or the information related to this policy to a person with a disability in a format that takes into account the person's disability or as agreed upon by the person with a disability.

## **References**

The following documents support this procedure and/or are referenced within:

- Accessibility for Ontarians with Disability Act, 2005
- Ontario Human Rights Code
- Accessibility Feedback Form
- AODA Training Records

## **Compliance Indicators**

- Review of Training Records
- Feedback Form Submissions, recommendations/resolutions and feedback response time.

- Policy, procedure last review date

## General

The Policy may be amended, modified or discontinued at any time at the sole discretion of CIMTEC.