



The Integrated Accessibility Standards
Statement of Organizational Commitment

1 Policy

- 1.01 Under the Accessibility for Ontarians with Disabilities Act (AODA), Ontario Regulation 191/11, entitled Integrated Accessibility Standards Regulation, came into force July 1, 2011. The regulation establishes accessibility standards for information and communications, employment and transportation. Firan Technology Group (FTG) is included in the regulation's definition of an obligated organization and must comply with the phased in requirements of the regulation.
- 1.02 FTG is committed to working towards being compliant with all standards under the AODA as they are introduced and become law.
- 1.03 FTG recognizes the history of discrimination against persons with disabilities in Ontario and the fundamental importance of developing, implementing and enforcing standards in a timely manner in order to achieve accessibility for Ontarians with disabilities.
- 1.04 FTG is committed to the principles of independence, dignity , integration and equality of opportunity described in the AODA and to meeting the needs of people with disabilities, in a timely manner, through the implementation of this policy.
- 1.05 FTG is committed to establishing and maintaining and implementing policies as well as associated practices and procedures in the Integrated Regulation, specifically in the areas of information and communications and employment, and to meet the accessibility needs of people with disabilities in a timely manner.
- 1.06 FTG is committed to excellence in serving all of our customers including people with disabilities. When providing information to, or communicating with a person with a disability, we will provide information and communication in a manner that takes into account the person's disability.
- 1.07 FTG is committed to ongoing improvements to accessibility in its premises and facilities as required by law, as well as to the services offered to customers, employees, and members of the general public.

- 1.08 FTG is committed to promoting values that support relationships between people with disabilities and the organization.
- 1.09 FTG is committed to the establishment, implementation, maintenance and documentation of a multi-year accessibility plan which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the regulation.
- 1.10 FTG is committed to the training of all employees who deal with customers and the public on FTG's behalf and persons participating in the development and approval of FTG's policies, practices, and procedures on the requirements under the Integrated Regulation and the Human Rights Code as it pertains to persons with disabilities.
- 1.11 FTG is committed to implementing specific requirements, policies, practices and procedures, and a multi-year plan under the Standards for Information, Communication and Employment.

2 Purpose

- 2.01 The purpose of this Statement of Policy and Procedure is to create a statement of commitment that provides the framework within which accessibility plans and initiatives are to be created in order to move the organization toward the goal of improved accessibility for people with disabilities. FTG endeavours to provide accessibility and accommodation as prescribe in the AODA.
- 2.02 The commitments in this policy are intended to ensure that accessibility remains a priority in FTG's decision-making process and will serve to assist in ensuring that decisions improve accessibility and do not inadvertently create barriers.

3 Scope

3.01 This policy applies to FTG's:

- Customers
- Employees
- Volunteers
- Applicants for employment with FTG who may require employment accommodation through the recruitment, assessment, selection and hiring process.
- Visitors
- Contractors and Subcontractors engaged by FTG
- Any other third party providing goods, services or facilities on FTG's behalf

4 Responsibility

4.01 The accessibility advisory committee established by FTG is the administrative entity responsible for the administration of this policy. It is the responsibility of this committee to ensure the application of this policy and that the organization achieves compliance with the law and creates an environment that provides the widest feasible scope of access, which is the right or opportunity to reach, use or participate in the organization's systems, facilities and service.

4.02 Managers, immediate supervisors, department heads and the Advisory Committee are responsible to ensure all employees are trained under the Accessibility Regulations and Standards under AODA, the Human Rights Code and all related policies, practices and procedures.

4.03 Each manager, immediate supervisor and department is responsible to ensure all employees are trained under the Accessibility Regulations and Standards under AODA, the Human Rights Code and all related policies, practices and procedures.

4.04 All employees, volunteers, contractors and subcontractors, any other person acting on behalf of FTG and persons involved in the creation of FTG's policies are responsible for adhering to and following the commitments set out in this policy.

5 Definitions

5.01 "Accessible formats" may include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities.

5.02 "Accommodation" means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.

5.03 "Communication supports" may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

5.04 "Communications" means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.

5.05 "Dignity" means service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.

5.06 "Equal Opportunity" means service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.

5.07 "Independence" means when a person is able to do things on their own without unnecessary help or interference from others.

5.08 "Information" includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.

- 5.09 “Integration” means service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternate measure is necessary to enable the individual to access goods or services.
- 5.10 “Reasonable efforts” means taking approaches that meet the required needs of the individual.

6 References and Related Statements of Policy and Procedure

Accessibility for Ontarians with Disabilities Act, 2005

Ontario Human Rights Code

Accessibility for Customer Service, Ontario Regulation 429/07

Exemption from Reporting Requirements, Ontario Regulation 430/07

Integrated Accessibility Standards, Ontario Regulation 191/11

Multi-year accessibility plans

Purchasing or acquiring goods, services or facilities

Accessibility and human rights training

7 Procedures

- 7.01 FTG will monitor and evaluate accessibility initiatives and changes to applicable legislation and/or regulations. Changes to policies, plans and initiatives will be incorporated as required. FTG will also report on performance in relation to established accessibility goals and targets.
- 7.02 If you have questions on this policy, want to provide feedback or have a complaint, you may email info@ftgcorp.com or call 416-299-4000.