



ACCESSIBILITY POLICY

Onlia Holding Inc. “Onlia” is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario’s accessibility laws.

Onlia is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Onlia understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Onlia is committed to excellence in serving and providing services to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Training

We are committed to training all staff that are responsible for taking care of our customers to receiving training in accessible customer service, other Ontario’s accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization’s policies; and
- b) all other persons who provide services on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles.



Training includes:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing services to people with disabilities.
- what to do if a person with a disability is having difficulty in accessing our Onlia's services.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our services.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our services.

We ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our services.

Communication

We communicate with people with disabilities in ways that considers their disability.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.



When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our services:

- explain why the animal is excluded
- discuss with the customer another way of providing services

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

We notify customers of this by posting a notice on our website under the accessibility policy.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services for customers with disabilities, Onlia will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative services, if available.



The notice will be made publicly available in the following ways: [Onlia Website](#) and/or an email will be sent to the affected group(s) depending on the type of disruption and who is affected.


Feedback Process

We recognize that even with our best efforts, there are no 'one size fits all' solutions for accessible communication. As such we request the support and collaboration of those who have accessibility needs, to help determine which method(s) of communication will be most mutually effective. You can help us make sure that we're living up to the standards of our accessibility policy by providing us with your feedback. We are happy to provide accessible formats and communication support upon request. If you need accessibility support or have any questions or feedback for us on how we're delivering on the commitments outlined above, please reach out to us using the contact information below. We're looking forward to learning and growing with our community.

Here are the ways you can provide feedback or request accessible formats and communication support:

- Help us improve tab on www.onlia.ca – on the right of our page, it looks like this:



- use our chat function at www.onlia.ca – on the bottom right corner of our page, it looks like this: 
- FAQ section on www.onlia.ca – [Feedback & Complaints](#)
- Call us at 1-844-472-7905
- Email: support@onlia.ca or people.culture@onlia.ca

Alternatively, you may contact us by any of the means noted above to request a copy of this policy in a format that takes into account any disability you may have.



Any complaints with respect to this policy or Onlia's execution of this policy may be sent to Onlia's Complaints to support@onlia.ca. Be sure to enter **Complaint** as the subject of your email. Further details can be found, [here](#).

The Complaints Ombudsman's contact details and the process for the handling of such complaints may be found [here](#).

Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request as described above.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about Onlia and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If Onlia determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

We will also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level A website requirements in accordance with Ontario's accessibility laws and are continuously working towards Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements.

Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.



We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify employees that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that takes into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization (if applicable);
- b) when the employee's overall accommodations needs, or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.



Changes to Existing Policies

Any policies of Onlia that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.