



Accessibility for Ontarians with Disability (AODA) Act

The Accessibility for Ontarians with Disability Act (AODA) is designed for Ontarians with disabilities. Ontario is the first jurisdiction to develop, implement and enforce mandatory accessibility standards. If a provision of this Act, of an accessibility standard or any other regulation conflicts with a provision of any other Act or regulation, the provision that provides the highest level of accessibility for persons with disabilities with respect to goods, services, facilities, employment, accommodation, buildings, structures or premises shall prevail.

The definition of disability in AODA is the same as under the Ontario Human Rights Code which states a wide range of conditions or impairments. In the Act, “disability” means:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defects or illness...
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the possesses involved in understanding symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Constellation is committed to:

Customer Service

- treating all people with disability in a way that allows them to maintain their dignity and independence
- putting in place to improve opportunities for people with disabilities
- preventing and removing barriers to accessibility and meeting accessibility requirements under AODA
- Constellation believes in integration and equal opportunity.

Building and Facilities

- Assistive devices – Constellation will ensure that our Employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our premises.
- Service animals – Constellation welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.
- Support persons – Constellation allows a support person to accompany the person with a disability on our premises.

Employment and Recruitment

Constellation will notify Employees and the public that Constellation will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.



Information and Communication

Constellation will notify people with disabilities to determine their information and communication needs. Constellation has the AODA policy posted on our company website, Employees On-Line Centre and hard copy may be obtained from Constellation HR department.

Feedback

Feedback on how services were delivered to people with disabilities shall be invited, forwarded to the appropriate personnel, responded to, documented and tracked e.g. by phone, teletypewriter, e-mail to the office or in person in accessible formats and with other communication supports as required and/or upon request by **January 2015**. Customers who wish to provide feedback to Constellation can contact Christina Yau, Director of Human Resources, Canada at 905-943-6151 or via e-mail at cyau@constellationhb.com.

Accessible Emergency Information

Constellation is committed to providing their customers, visitors, future new hires etc. with publicly available emergency information in an accessible way upon request. Constellation will also provide to Employees with disabilities with individualized emergency response information (see sample copy below) when necessary.

Training

Constellation will provide appropriate training to Employees, volunteers and other members on Ontario Accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of Employees, volunteers and other staff members by **January 2015**:

- An overview of the Accessibility for Ontarians with Disabilities Act 2005 and compliance
- 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 guide dog, service animal or a support person
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with a disability
- What to do if a person with a disability is having difficulty in accessing Constellation's building and premises
- Employees' training will be updated when changes are made to AODA.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Constellation 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 facilities or services, if available.

The notice will be placed at the main entrance of Constellation.