

Accessibility in the Workplace

All new ET staff are required to complete online Accessibility training as part of the onboarding process.

AODA (Accessibility for Ontarian's with Disabilities Act) Policy

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) sets out the Accessibility Standards for Customer Service, and Employment. It became law on January 1, 2008.

Ellison Travel & Tours is required to be compliant with the Customer Service and Employment Standards as of January 1, 2012. This policy has been prepared to outline what Ellison Travel & Tours will do to comply with the regulation and what customers may expect from Ellison Travel & Tours.

This policy is intended to benefit the full range of persons with disabilities. Section 2 of the AODA defines "disability" as:

- (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.

OUR COMMITMENT

Ellison Travel & Tours is committed to excellence in serving all customers, partnering with our suppliers and interacting with workers in a way that respects the dignity and independence of people with disabilities. ET is also committed to preventing and removing barriers to accessibility and providing people with disabilities the same opportunity to access and benefit from our goods and services in a similar manner to other customers, suppliers and workers.

Whether a person's disability is apparent or not, everyone should be treated with courtesy, made to feel welcome, and have their need for accommodation respected whenever they interact with Ellison Travel & Tours.

CUSTOMER SERVICE STANDARD

Communication

Ellison Travel & Tours will communicate with people with disabilities in ways that take their disability into account. This means that workers will communicate in ways that enable persons with disabilities to communicate effectively for purposes of using, receiving and requesting goods and services. Ellison Travel & Tours ensures website accessibility, conforming with Web Content Accessibility Guidelines 2.0 Level A Standards.

Ellison Travel & Tours will continue to train staff who communicate with customers, how to interact and communicate with persons with various types of disabilities. Ellison Travel & Tours recognizes that every person and situation is different. Staff will work with the individual to find a communication method that meets the person's needs.

Assistive Devices

An assistive device is any piece of equipment a person with a disability uses to help them with daily living. Some examples include: wheelchairs, screen readers, listening devices or canes. Ellison Travel & Tours allows the use of personal assistive devices on our premises.

Ellison Travel & Tours is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from its goods and services. It will ensure that workers know how to use the assistive devices available for customers that are on the premises and to inform customers of the assistive devices that are available.

Use of Service Animals and Support Persons

Ellison Travel & Tours welcomes people with disabilities and their service animals. Service animals are allowed on the parts of company premises that are open to the public or third parties. Ellison Travel & Tours will ensure that all staff and third parties dealing with the public are trained in how to interact with persons with disabilities who are accompanied by service animals.

On rare occasions, a manager may determine that a support person is required, or that a service animal cannot enter an area of the premises consistent with other laws. In these instances, managers will suggest appropriate alternatives and provide assistance.

A person with a disability who is accompanied by a support person will be allowed to enter Ellison Travel's premises that are open to the public or third parties with his or her support person. At no time

will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

For any Ellison Travel & Tours sponsored events where a fee is required to attend, an admission or attendance fee for support persons will not be charged. However, expenses may be charged for meals and refreshments provided for support persons. If expenses will be charged, the amount would be included in the information published with respect to the specific event.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities, Ellison Travel & Tours will promptly notify customers. Notice will be provided in accessible formats and include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

The notice will be placed at the public entrance of the office. Depending on the nature of the disruption, notice will also be provided on outgoing telephone messages and on Ellison Travel & Tours' website.

Training for Staff

Ellison Travel & Tours will provide web-based and self-study training on customer service to all workers who provide services to the public and to individuals who are involved in the development and approvals of customer service policies, practices and procedures. New staff and staff who commence new duties that involve interaction with the public or other third parties will undertake training as part of their orientation, if they have not already done so.

Company staff training includes:

- a review of the purposes of the AODA and the requirements of the Accessibility Standards for Customer Service;
- how to interact and communicate with persons with various types of disabilities;
- how to interact with persons 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 the provider's premises, or otherwise, that may assist with the provision of goods or services to persons with disabilities;
- what to do if a person with a disability is having difficulty in accessing Ellison Travel & Tours' goods or services; and
- Ellison Travel & Tours' policies and procedures relating to the provision of goods or services to persons with disabilities.

Staff will be trained, as appropriate, on policies and procedures that affect the way goods and services are provided to persons with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies and procedures.

Feedback Process

These Accessible Customer Service and Employment Policies are available on Ellison Travel & Tours website. A copy of the policy may also be requested by contacting our office. Individuals who have questions or wish to provide feedback on the way that Ellison Travel & Tours provides goods and services to people with disabilities can contact Michelle Branco, Vice President, at the following address: 311 Main St. Exeter ON S, N0M 1S7 P.O. Box 1990.

EMPLOYMENT STANDARD

Recruitment and Hiring

ET makes accessibility a normal part of the recruitment and hiring process, which includes notifying applicants that accommodation is available through the hiring and recruitment process upon request. If a selected applicant requests an accommodation, ET will consult with the applicant and arrange for a suitable accommodation that accounts for the applicant's accessibility needs.

Accommodations for Staff

ET will create and follow measures for any staff member who requires accommodation as a result of disability. ET will inform workers of any changes to policies and notify/train staff as soon as possible following employment.

Information and Communication Supports for Staff

Accommodations may involve the ways in which a worker receives and processes information. This includes all information integral to the employee's work and all information available to other staff in the workplace. Workers may need information in accessible formats, such as accessible digital or large-print versions of documents. Upon request by a worker, ET will consult with them to arrange for the most appropriate accessible formats and communication supports for information required to perform the employee's job.

Performance Management and Career Development

ET is committed to accessible performance management and career development processes. Further, workers must be accommodated as they learn new job tasks or responsibilities including access to documents, coaching and feedback in the formats that work best for them.

Individualized Emergency Response Plans

As necessary, ET will provide individualized emergency response information and plans for workers who have a disability.

Modifications to this and other Policies

Ellison Travel & Tours is committed to ensuring that its customer service and employment standard policies and procedures respect and promote the dignity and independence of all persons with disabilities. Therefore, no changes will be made to this policy or other policies and procedures before considering the impact on persons with disabilities.

Whenever new or revised standards are developed under the AODA, this policy will be reviewed and updated as necessary to ensure consistency. In addition, ET's Accommodation Plans to support this policy will be reviewed annually and revised every 5 years.

Feedback (from both the public and staff) will be accepted in person, by telephone, in writing or by email. If a feedback method is not suitable, a customer may request another method. Ellison Travel & Tours' hours of operation can be found on our website at www.ellisontravel.com.

Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve services. Ellison Travel & Tours' goal is to become increasingly accessible and responsive to the needs of persons with disabilities.

Complaints will be addressed as soon as possible. However, some complaints may require more effort to address and must be reviewed for action. Customers can expect an acknowledgement within fifteen business days of receipt of the complaint. If a complaint cannot be responded to within fifteen business days, an interim acknowledgement will be sent to the customer. The acknowledgement will indicate when the individual can expect a response. Ellison Travel & Tours will endeavor to provide a response to the feedback in a format that is accessible to the complainant.

Policy last reviewed: April 12, 2019

For feedback or questions about this policy, please contact Michelle Branco, ext. 400.