

Accessibility for Ontarians with Disabilities Act (AODA) Policy Statement

The Farber Financial Group is committed to the provision of goods and services to people with disabilities in a manner consistent with the principles of dignity, independence, integration, and equal opportunity.

Furthermore, such goods and services will be provided in accordance with the spirit and intent of all applicable legislation including the AODA, the Ontario Human Rights Code, the Occupational Health and Safety Act, and the Ontario Building Code Act.

Definitions

Disability:

For the purpose of this policy, the term “disability” includes:

- 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.

Employee:

For the purposes of this policy, the term “employee” refers to any person regarding whom The Farber Financial Group pays wages or a salary, has control over their assigned work and has a right to control the details of their work. This includes, but is not limited to:

- a. Full-time employees
- b. Part-time employees
- c. Seasonal employees
- d. Contract employees

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Service Animal:

For the purposes of this policy, an animal is a service animal for a person with a disability:

- a. If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b. If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

“Service animal” also includes a guide dog as defined under the Blind Persons’ Rights Act Section 1.

Support Person:

For the purposes of this policy, a “support person” is a person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services. The support person could be a paid personal support worker, a volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.

Operating Principles

Accessible Communication:

The Farber Financial Group and its employees will communicate with people with disabilities in ways that take into account each person’s particular disability.

Service Animals and Support Persons:

Unless otherwise prohibited by law, persons with disabilities will be permitted to be accompanied by a service animal or a support person:

- a. Where services are provided at premises owned or operated by The Farber Financial Group; and
- b. Where the public or third parties normally have access to such premises.

Where a support person accompanying a person with a disability is required to pay an admission fee to enter our premises, notice of the amount of this fee will be provided in advance of their visit.

Assistive Devices:

The Farber Financial Group is committed to serving people with disabilities who use assistive devices. We will endeavour to become familiar with the various assistive devices used by people with disabilities and will be flexible in facilitating their use by people with disabilities to access our goods and services

Disruption in Service:

The Farber Financial Group will post timely public notice of a current or anticipated disruption in any facilities or services we provide to enable people with disabilities to access our services. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Training

The Farber Financial Group will provide training to:

- a. All its employees, volunteers, agents, contractors and others who could reasonably be expected to interact with the public or third parties on behalf of The Farber Financial Group;
- b. All those who are involved in the development, approval, monitoring or implementation of The Farber Financial Group customer service policies, practices and procedures about the provision of goods and services to the public and/or third parties.

This training will be provided within the first two weeks of when the individual commences performing duties for The Farber Financial Group. Additional training will be provided within six (6) weeks of any revisions made to this policy and/or related procedures and practices.

Such training will include the following:

- a. A review of the purposes of the AODA and the requirements of its Customer Service Standard;
- b. How to interact and communicate with persons with various types of disability;
- c. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person;
- d. How to use equipment or devices available on The Farber Financial Group's premises or otherwise provided by The Farber Financial Group that may help with the provision of goods or services to a person with a disability;
- e. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.

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Feedback Process:

The Farber Financial Group will establish a process for receiving and responding to feedback from anyone about the manner in which it provides goods or services to persons with disabilities. Information about this process will be made readily available to the public.

The feedback process will permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by e-mail or on diskette or otherwise.

The feedback process will specify the actions to be taken by The Farber Financial Group in the event that a complaint is received. A response will be provided to the person making the complaint within three (3) working days.

Emergency Response:

- a. Employee requiring assistance: staff with a permanent or temporary disability that may affect their ability to evacuate the building safely during an emergency. Examples of conditions that may affect safe evacuations may include, but are not limited to; inability to climb/descend stairs, inability to hear emergency alarms and/or see signs, emergency equipment and evacuation directions. Buddy: the staff member assigned during the planning stage, who will assist the employee requiring assistance during an evacuation.
- b. Buddy: the staff member assigned during the planning stage, who will assist the employee requiring assistance during an evacuation.
- c. Procedure: if there is an immediate threat on the floor that requires evacuation, the buddy assigned to the person requiring assistance will assist in the evacuation as planned. In the event that the assigned buddy is not available during the time of the incident, the person requiring assistance will identify themselves to the evacuation team leader/designate or any staff member in the area so a buddy can be assigned and assist the employee.

Responsibilities:

The Farber Financial Group is responsible for reviewing this Policy annually and recommending amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations. The Farber Financial Group will provide advice and direction on the implementation of this Policy.

Supervisors and managers will ensure that they and their employees are familiar with this Policy.

Monitoring and Contraventions:

Supervisors and managers will monitor current practices to ensure compliance. Failure to comply with this Policy may result in disciplinary action, up to and including dismissal.

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Employment:

The Organization is committed to being an employer of choice in Ontario by creating a workplace that prevents and removes barriers to accessibility.

Human Resources Contact:

Please e-mail Natasha Mills, Director of Human Resources at nmills@afarber.com or call 416-496-3737, if you have any questions regarding the AODA policy statement.