



Forward Signs	Department:	Human Resources	Division:	Health & Safety
	Subject:	AODA	Policy #:	
	Issue Date:	Mar-24-2021	Revision Date:	1 <sup>ST</sup> Issue new policy
	Approved By:	Simon Ho (President)	<input checked="" type="checkbox"/> Policy	<input checked="" type="checkbox"/> Procedure

**1. PURPOSE**

This policy is to govern how Forward Signs. Inc.(FSI) services are provided with respect to the Integrated Accessibility Standard Ontario 191/11, Accessibility for Ontario with Disabilities Act (AODA), and the Ontario Human Rights code as it pertains to persons with disabilities.

**2. SCOPE**

This policy applies to all staff personnel (employees, volunteers and other third parties)

**3. POLICY**

**3.1 Our commitment**

FSI strives at all times to provide its goods, services and opportunities in a way that respects the Dignity and independence of people with disabilities. We are committed to giving people with Disabilities the same opportunity to benefit from the same services and opportunities, in the same Place and in a similar way as others.

**3.2 Providing goods, services and opportunities to people with disabilities**

FSI is committed to excellence in serving all, including people with disabilities.

This commitment is demonstrated in the areas of:

**3.2.1 Communication**

We communicate with people with disabilities in ways that take into account their disability. We train staff personnel on how to interact and communicate with people with disabilities. Our Information Technology websites meet the requirements of WCAG 2.0 Level AA.

**3.2.2 Assistive devices**

We are committed to serving people with disabilities who use assistive devices to obtain, Use or benefit from our goods and services. We ensure that our staff is trained and familiar With various assistive devices that may be used by people with disabilities while accessing Our goods, services or opportunities.

**3.2.3 Support Persons**

We are committed to welcoming people with disabilities who are accompanied by a support Person. Any person with a disability who is accompanied by a support person will be allowed To enter FSI premises or offsite event venues 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 or premises operated by  
By FSI for event purposes.

3.2.4 Employment

We are committed to welcoming people with respect to recruitment, employment, Training, career development and career progression.

3.2.5 Facilities

We are committed to ensuring that our premises and related services are welcoming And accessible to people with disabilities. As appropriate, we are willing to provide Necessary alterations to our facilities to accommodate people with disabilities.

**4. Procedure**

4.1 Training for staff

FSI provides disability related accessibility training to all staff personnel. Training is developed And delivered in various formats.

Training includes the following:

The purposes of the Accessibility for Ontario with Disabilities Act, 2005 and the requirements of The integrated 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 support person.

How to learn about the use of various assistive devices.

What to do if a person with disability is having difficulty in accessing FSI's goods & services.

FSI policy, practices and procedures relating to the integrated standards.

Staff personnel will also be trained on an ongoing basis when changes are made to this policy, Practices and procedures.

4.2 Modification to this policy

FSI's policy and procedures will be developed or updated so as to respect and promote the Dignity and independence of persons with disabilities.

4.3 Feedback process

The ultimate goal of FSI is to meet and exceed expectations of people with disabilities. Comments regarding how well those expectations are being met are welcomed and Appreciated. If you have questions, call our Human Resources at 416-291-4477 ext.290 Or email to [hr@forwardsigns.com](mailto:hr@forwardsigns.com). All feedback is directed to Human Resources and responses Will follow within ten business days

**DOCUMENT MANAGEMENT & CONROL**

Effective Date:	Mar-24-2021	Author:	William Lai
Revision Date:		Revised By:	