

## **ACCESSIBILITY POLICY**

Fielding is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act. As part of this commitment we will:

- Consider a person's disability when communicating with them.
- Allow service animals and assistive devices in our workplace.
- Welcome support persons.
- Let customers know when accessible services aren't available.
- Train our employees and stakeholders in accessible customer service and/or any other legal requirement related to accessibility that applies to Fielding's activities.
- Provide emergency response and safety information for visitors and employees with disabilities and work with them to figure out how we can meet their needs.
- Receive and respond to feedback from your customers, your employees and members of the public who have a disability.

This policy will be annually reviewed.

Vala Mruck

Director of Organizational Development

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