

Q Air Integrated Accessibility Standards Policy

POLICY

Q air is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

All goods and services provided by Q air shall follow the principles of dignity, independence, integration and equal opportunity.

SCOPE

- a. The policy applies to the provision of goods and services at premises owned and operated by Q air.
- b. The policy applies to job applicants, employees, volunteers, suppliers, venders and or contractors, public or other third parties that act on behalf of A air including when services of provision of goods and services occurs off the premisses such as in delivery services.
- c. The section of the policy that addresses the use of guide dogs, service animals and service dogs only apply the provision of goods and services that take place at premisses owned and operated by Q air.
- d. This policy shall also apply to all persons who participate in the development of A air polies, practises and procedures governing the provision of goods and services to members of the public or third parties.

PRINCIPLES

In accordance with the Integrated Accessibility Standards, Ontario Regulation 191/11, Q air will address the following:

- a. The Provision of Goods and Services to Persons with Disabilities
- b. The Use of Assistive Devices
- c. The Use of Guide Dogs, Service animals and Service Dogs
- d. The Use of Support Persons
- e. Notice of Service Disruptions
- f. Client Feedback
- g. Training Accommodation Notice of Availability and Format of Required Documents

1. The Provision of Goods and Services to Persons with Disabilities

Q air will make every reasonable effort to ensure that its policies, procedures are consistent with the principles of dignity, independence, integration and equal opportunity by

- Ensuring that all persons, including job applicants and employees, receive the same value and quality;

- Allowing customers, including job applicants and employees, with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- Using alternative methods, when possible, to ensure that customers, including job applicants and employees with disabilities have access to the same services, in the same place and in a similar manner;
- Communicating in a manner that takes into account the customers, including job applicants and employees' disabilities.

2. The Use of Assistive Devices

People with disabilities may use their personal devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health and safety concern or may not be permitted for other reason, other measures will be used to ensure the person with disability can access our goods, services, or facilities.

We ensure that our staff are trained and familiar with various assistive devices.

3. The Use of Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and their parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation from a health professional that confirms the person needs the service animal for reasons relating to their disability.

Usually, a service animal can be easily identified through visual indicators, such as when it wears a vest or a harness.

4. The Use of Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

5. Notice of Service Disruptions

In the event of a planned or unexpected disruption to services or facilities for people with disabilities, Q air will notify the persons 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.

6. Feedback Process

Q air welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. A Feedback form will be available upon request, along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (mail, website or email)

7. Training

Q air is committed to training all staff in accessible customer service, other Ontario accessibility standards and aspects of the Ontario Human rights code that relate to persons with disabilities. We train all staff who provide goods, services and work at Q air. Training includes.

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- Our policies related to the Customer Service 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 service animal or a support person
- How to use the equipment or devices available on site or otherwise that may help with providing goods, services or facilities to people with disabilities, such as lifting objects, products

We train every person as soon as practical after being hired and provide training in respect to any changes to the policies.

We maintain records of the training including the dates on which the training was provided and the number of individuals to who it was provided.

NOTICE OF AVAILABILITY OF DOCUMENTS

Q air notifies the public that documents related to accessible Customer Service, Integrated Accessibility Standards, Ontario Regulations, are available upon request by posting a notice the following locations: Website, Health and Safety boards and in Human Resources.

For recruitment, the notice of availability and format of documents may be stated verbally and or in the job posting. Further, internal and external job applicants will be notified throughout the interview process that accommodations are available upon request and that Q air will also ensure that all newly hired and current employee will be provided a copy of this policy and when there is a change to the policy it will be communicated as soon as possible for everyone.

Q Air

AODA Policy Acknowledgement Form

I, _____, acknowledge that I have read and understand the Integrated Accessibility Regulation Standards Policy, including the Customer Service Standard Policy of Q air. Further, I agree to adhere to this policy and will ensure that employees working under my direction adhere to these guiding principles. I understand that if I violate this Policy, I may face corrective action, up to and including termination of employment.

Name: _____

Signature _____

Date: _____

Reference Documents:

1. Accessibility for Ontarians with Disabilities Act, 2005
2. Integrated Accessibility Regulation Standards, Ontario 191/11
3. Accessibility Standards for Customer Service, Ontario 429/07
4. Blind Persons Rights Act, 1990
5. Dog Owners Liability Act, Ontario
6. Food Safety and Quality Act 2001
7. Health Protection and Promotion Act
8. Ontario Human Rights Code, 1990