

# ACCESSIBILITY POLICY

## BACKGROUND SCREENING SERVICES



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mintzglobalscreening.com

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## PURPOSE

The purpose of this policy is to ensure that Mintz Global Screening Inc. (“Mintz”) delivers accessible and inclusive services to all visitors, clients, and employees with disabilities in a manner that respects dignity, independence, integration, and equal opportunity.

This policy establishes consistent standards and procedures to support accessibility in service delivery, including the use of assistive devices, service animals, support persons, effective communication methods, and mandatory employee training. It reflects Mintz’s commitment to compliance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005, and the Ontario Human Rights Code, and to embedding accessibility into its everyday operations.

## SCOPE

This policy applies to all employees of Mintz Global Screening Inc., as well as any individuals who interact with the public, clients, or visitors on behalf of Mintz, including those involved in developing or implementing accessibility-related policies, practices, and procedures.

It applies to all services and activities provided by Mintz, whether conducted on company premises or at client locations.

The policy governs accessibility requirements related to:

- Assistive devices
- Communication practices
- Service animals
- Support persons
- Notices of temporary service disruptions
- Training obligations
- Feedback and enforcement processes

## POLICY STATEMENT

Mintz Global Screening Inc. is committed to excellence in serving all visitors, clients or employees including people with disabilities. The purpose of this policy is to confirm our intention to provide services to people with disabilities in a manner that is consistent with the principles of dignity, independence, integration and equal opportunity.

The customer service standard ensures that accessibility will be part of Mintz Global Screening Inc.’s everyday service delivery and will ensure that our premises are accessible to all as well as the necessary assistance to the accessibility of our premises. Any Mintz Global Screening Inc. policies that address accessibility for people with disabilities will reflect Mintz Global Screening Inc.’s commitment to providing accessible services.

## DEFINITIONS

"Disability" means,

- 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) a workplace injury or disability for which benefits were claimed or received under the provincial Workers Compensation program.

“Assistive device” means a tool, technology or other mechanism that enables a person with a disability to perform everyday tasks and activities such as moving, communicating or lifting.

“Service animal” is an animal used by a person with a disability and for which it is either (i) readily apparent that it is used for that purpose or (ii) for which the person has a letter from a physician or nurse verifying that the animal is required for reasons relating to his or her disability.

"Support person" means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

## **ASSISTIVE DEVICES**

Mintz Global Screening Inc. will ensure that its employees are trained and familiar with various assistive devices that may be used by visitors, clients or employees with disabilities while accessing our services or our locations.

## **COMMUNICATION**

Mintz Global Screening Inc. will communicate with people with disabilities in ways that take into account their disability. If any Mintz Global Screening Inc. employee receives a request from a disabled person, the employee should make all reasonable efforts to accommodate the request. Should the employee not be able to accommodate the request, the issue must be brought to the attention of the employee’s manager or director in order that the concern is addressed appropriately.

## **SERVICE ANIMALS**

Mintz Global Screening Inc. welcomes people with disabilities and their service animals. Service animals are allowed on company property. In the event that an employee of Mintz Global Screening Inc. performs work in the facilities of a client, the employee shall respect the policy of the client regarding service animal’s accessibility.

## **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. In the event that an employee of Mintz Global Screening Inc. performs work in the facilities of a client, the employee shall respect the policy of the client regarding support person's accessibility.

## **NOTICE OF TEMPORARY DISRUPTION**

In the event of a planned or unexpected disruption to services or facilities for visitors, clients or employees with disabilities, Mintz Global Screening Inc. will notify visitors, clients or employees promptly by posting a notice. 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.

The notice will be placed at all impacted locations in advance of the disruption if possible. Mintz Global Screening Inc. will ensure that all employees who are affected by this temporary disruption will be notified.

## **TRAINING FOR EMPLOYEES**

Mintz Global Screening Inc. will provide training to all employees, and others who deal with the public or clients. Training will also be provided to every person who participates in developing our policies, practices and procedures governing the provision of services to members of the public or clients.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the requirements of the customer service standards
- Mintz Global Screening policies related to the Accessibility for Ontarians with Disabilities Act.
- 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 onsite or otherwise that may help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty accessing our services.
- The Ontario Human Rights Code

Employees will also be trained when changes are made to Mintz Global Screening the Accessibility for Ontarians with Disabilities policy.

## **HUMAN RESOURCES RESPONSIBILITIES**

Immediately document and track training completed by each of their employees regarding the Accessibility for Ontarians with Disabilities policy

## **MANAGER'S RESPONSIBILITIES**

- Ensure that a copy of this policy and all other related policies are provided to and reviewed with each new employee within one month of their start date.
- Inform and train their employees on the specific accessibility devices, considerations and procedures at their specific location within one month of their start date.
- Comply with the policy

## **EMPLOYEE'S RESPONSIBILITIES**

- Read and understand the Accessibility for Ontarians with Disabilities Policy within one month of their start date.
- Complete the training associated with the policy within one month of hire date.
- Comply with the policy

## **FEEDBACK PROCESS**

Anyone who wishes to provide feedback on the way Mintz Global Screening Inc. provides services to people with disabilities can do so in person, by email, or in writing or by any other means, as required. All feedback will be directed to Executive Director, 1001-305 Milner Ave, Toronto, ON M1B3V4, [dfallows@mintzglobal.com](mailto:dfallows@mintzglobal.com).

Mintz Global Screening Inc. commits to responding to all concerns in a timely manner. The feedback will be provided in a format that considers any accommodation required due to a disability.

## **POLICY ENFORCEMENT**

Mintz Global Screening Inc. reserves the right to take corrective action if any employee breaches this policy. Any employee found in violation of this Policy may be subject to discipline up to and including dismissal.