



A: AODA - Customer Service Accessibility Standards Policy

(Providing goods, services or facilities to people with disabilities)

Guru Studio is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Guru Studio understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Guru Studio is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Guru Studio is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Assistive devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staffs are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

Communication

We will communicate with people with disabilities in ways that take into account their each person's particular disability. We will work with the person with a disability to determine what method of communication works for them.

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.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.



A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

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. (Fees does not apply)

In certain cases, Guru might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, Guru will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Guru will notify customers 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.

Training

Guru will provide accessible customer service training to:

- All its workers, volunteers, agents, contractors and others who could reasonably be expected to interact with the public or third parties on behalf of Guru
- All those who are involved in the development, approval, monitoring or implementation of Guru's customer service policies, practices and procedures about the provision of goods and services to the public and/or third parties.

Such training will include the following:

- A review of the purposes of the AODA and the requirements of its Customer Service Standard.
- How to interact and communicate with persons with various types of disability.

Date Reviewed: Dec 6, 2017



- 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.
- What to do if a person with a particular type of disability is having difficulty accessing the goods or services provided by Guru.

Feedback process

Guru welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Guru will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Customers who wish to provide feedback on the way Guru provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- In person
- By Telephone
- In writing
- Electronic text by email or on diskette or otherwise

Customers can expect to hear back in 7 days.

Notice of availability of documents

Guru will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

- Company Website

Guru will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

For more information about the following policy

Visit: <http://www.ontario.ca/laws/regulation/r11191>

Policy updated: Dec 6, 2017

Reference Accessibility standards for customer service from:
<http://www.ontario.ca/laws/regulation/r07429>

Date Reviewed: Dec 6, 2017



B: AODA - Integrated Accessibility Standards Policy

POLICY STATEMENT

Guru Studio is committed to providing persons with disabilities the same opportunity to access our resources and services, in a manner consistent with the principles of dignity, independence, integration and equal opportunity.

Furthermore, Guru Studio shall use every reasonable effort to ensure that we meet the needs of persons with disabilities in a timely manner, through the implementation of this policy in accordance with the spirit and intent of all applicable legislation including the AODA, the Ontario Human Rights Code, and the Occupational Health and Safety Act.

DEFINITIONS

For the purpose of this policy, the following terms are defined as:

Accessible Formats:

Refers to materials that have been converted to accessible formats which include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

Accommodation:

The special arrangement made or assistance provided so that persons with disabilities can participate in the experiences available to persons with disabilities. Accommodation shall vary depending on the person's specific accessibility needs.

Barrier:

Obstacles that prohibit, exclude and/or limit a person with a disability from being completely and/or effectively involved in one or more aspects of society. These barriers include a physical barrier, information or communication barriers, technology, organizational, architectural barrier, policy or practice.

Communications:

The interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

Communication Supports:

Methods and aids that facilitate effective communications with persons with disabilities that include, but is not limited to captioning, alternative and augmentative communication supports, plain language, and sign language.



Disability:

Disability is defined under the AODA and the Human Rights Code as:

- 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 animal or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a development disability;
- c) A learning disability, or a dysfunction in one or more fo the processes involved in understanding or suing 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

Information:

Means data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

Redeployment:

Means the reassignment of workers to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated.

Supervisor:

A person who has charge of a workplace or authority over a worker. Generally this would include those with a position title such as Director, Manager or Supervisor, as well as any other management type position, or those in a temporary supervisory position.

Unconvertible:

- a) If it is not technically feasible to convert the information or communications;
- b) The technology to convert the information or communication is not readily available.

Worker:

Refers to any person regarding whom Guru Studio pays wages or a salary, has control over their assigned work and has a right to control the details of their work. It also extends to the senior management level.

Date Reviewed: Dec 6, 2017



This includes, but is not limited to:

- a. fulltime workers
- b. part-time workers
- c. seasonal workers
- d. contract workers

OPERATING PRINCIPLES

Multi-Year Accessibility Plan

Guru Studio shall create a multi-year Accessibility Plan outlining a phased-in approach to prevent and remove barriers and address the current and future requirements of the AODA. The plan shall be reviewed and updated at least every five years or as required.

Training

Guru Studio shall ensure that training is provided to all Guru Studio employees ("workers") and volunteers respectively on the requirements of the accessibility standards referred to in the regulations and on the *Human Rights Code* as it pertains to persons with disabilities.

INFORMATION AND COMMUNICATIONS STANDARDS

Guru Studio shall in a timely manner create, provide and receive information and communication in methods that are accessible to persons with disabilities, taking into consideration their requests of accessibility formats and/or support.

If it is determined that it is not technically feasible to convert the information or communication, or the technology to convert the information or communication is not readily available the person requesting the information shall be provided with:

- an explanation as to why the information or communication is not convertible;
- a summary of the unconvertible information or communication.

Emergency Information

Guru Studio shall prepare emergency procedures, plans or public safety information and make the information available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Feedback Process

Guru Studio shall establish a barrier-free process for receiving and responding to feedback from individuals about the manner in which it conducts business upon request. Information about this process shall be made readily available in an accessible format or with appropriate communication

Date Reviewed: Dec 6, 2017



supports. The feedback process shall permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise.

The feedback process shall specify the actions to be taken by Guru Studio in the event that a complaint is received. A response shall be provided to the person making the complaint within (7) working days.

Accessible Formats and communication Supports

Guru Studio shall provide or arrange for accessible formats and communication supports for persons with disabilities:

- Upon request, and in a timely manner that takes into account the person's accessibility needs due to a disability;
- At a cost that is no more than the regular cost charged to another person; and
- In consultations with the person making the request determine the suitability of an accessible format or with appropriate communication supports.

Education, Training and Materials

Guru Studio shall provide access to or prepare for the provision of access to accessible materials where they exist, make information about the availability of accessible materials publicly available, and provide the information in an accessible format or with appropriate communication supports, upon request.

Website Accessibility

If Guru Studio decides to work towards updating their company Intranet and web content to conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level A. Any new web content shall conform to WCAG 2.0 Level A. By January 1, 2021 all website and web content shall conform to **WCAG 2.0 Level AA**.

EMPLOYMENT STANDARDS

The Employment Standards builds upon the present requirements under the *Human Rights Code* in relation to providing accommodation for persons with disabilities through the job application process and the employment relationship. It applies in respect to workers and does not apply to volunteers and other non-paid individuals.

Recruitment and Selection

Guru Studio shall notify internal and external job applicants about the availability of accommodations upon request for applicants with disabilities. This may take the form of a notice posted to the company website or a statement on a job posting for which "accommodation for applicants with disabilities is available upon request." In addition, successful job applicants shall be notified of Guru Studio accommodation policies pertaining to individuals with a disability. The related materials or processes



that are required, specific to the job applicant's disability shall be discussed in consultation with the applicant.

Worker Notification

Guru Studio shall inform workers of policies and procedures including those on the provision of job accommodation that take into account a worker's accessibility needs. This information shall be provided to new workers as soon as practical after they commence performing their duties with Guru Studio once the applicable support is identified, Guru Studio shall determine how best to accommodate the worker in consultation with the reporting supervisor, human resources specialist and the worker.

Accessible Formats and Communication Supports for Workers

In addition, and where a worker with a disability requests it, Guru Studio shall consult with the worker to provide or arrange for the provision of accessible formats and communication supports for:

- Information that is needed in order to perform the job tasks;
- Information that is generally available to workers in the workplace;
- Consult with the worker making the request in determining the suitability of an accessible format or communication support.

Individual Accommodation plan

Guru Studio shall develop, maintain and document an individual accommodation plan for workers with disabilities to meet requirements under the Employment Standards. Information regarding accessible formats and communication supports shall be covered in individual accommodation plans.

Return to Work Process

Guru Studio shall maintain a return to work process for its workers who have been absent from work due to a disability and who require accommodations in order to return to work. The work process shall take into account individualized accommodation plans suitable for the worker. This return to work process shall not replace or override any current return to work processes overseen by the Human Resources department.

Performance Management, Career Development, Advancement, and Redeployment

Guru Studio shall examine the accessibility needs of workers with disabilities when handling performance management, providing career development and advancement to workers, and if redeploying workers to other locations or work groups.

Workplace Emergency response



Where the worker with a disability requires assistance, Guru Studio shall, in consultation with the worker, provide an assigned support person(s) to assist during the emergency situations that require evacuation of the premises. The individualized workplace emergency plan or process shall be shared with the support person(s), only with full agreement by the worker ensuring their privacy at all times. Guru Studio shall review the individual workplace emergency information when or if the worker moves to a different location or workgroup, or there is a change to their disability, with the reporting supervisor, human resources specialist and the worker.

With a general emergency evaluation process currently in place at Guru Studio, a consented individualized emergency response information shall be provided to employees with a disability that may require further assistance. This process shall be reviewed at the same time (once a year) when the general emergency procedures of Guru Studio are reviewed.

Transportation Standards

Guru Studio is not a provider of specialized or public transit and does not license taxicabs; therefore the transportation Standards requirements do not apply to the company.

POLICY ADMINISTRATIVE CONTROLS

Responsibilities

Guru Studio is responsible for reviewing this policy annually and/or recommended amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations.

Guru Studio will publicly announce to all workers and volunteers of any amendments made to this policy and the updated policy will be made available on Guru Studio's website.

Management personnel will also ensure that they and their workers under their supervision are familiar with this policy.

Monitoring and Contraventions

Management personnel will monitor current practices to ensure compliance. Failure to comply with this policy may result in disciplinary action, up to and including dismissal.

For more information about the following policy

Visit: [Http://www.ontario.ca/laws/regulation/r11191](http://www.ontario.ca/laws/regulation/r11191)

Policy Reviewed: Dec 6, 2017

Reference

Accessibility for Ontarians with disabilities Act, 2005. Retrieved from:
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Date Reviewed: Dec 6, 2017