

ACCESSIBILITY FOR PERSONS WITH DISABILITIES

PURPOSE

The *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* aims to establish standards that provide Ontarians with disabilities the same opportunity of access to and benefit from goods, services, facilities, accommodation and employment as are provided to other persons. The AODA applies to Pearson Canada. Regulations established under the AODA are being phased in and become effective over a period of years.

The purpose of this policy is to establish Pearson Canada's commitment to complying with the AODA and its accessibility regulations. The policy includes appendices related to the regulations relevant to Pearson Canada. Additional appendices will be added as new regulations come into effect.

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 service 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) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

POLICY

Pearson Canada is committed to applying the principles and regulations of the AODA to our daily operations so as to provide equal opportunity of access to persons with disabilities within Pearson Canada. Pearson Canada will comply with the Guidelines in the Appendices to this policy.

Scope of Policy

This Policy applies to all of Pearson Canada's activities and functions.

Responsibilities of Management and Staff

Managers and supervisors are responsible for participating in training related to this Policy and for compliance with the principles and regulations of the AODA as set out in this Policy and in the Appendices to this Policy.

All employees are responsible for being aware of this Policy and the Appendices to this Policy, for participating in training related to this Policy and for applying the principles and regulations of the AODA.

REFERENCES

- ✓ AODA Toolkit

APPENDICES

- A ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICES PROVIDED TO PERSONS WITH DISABILITIES

FOR FUTURE INCLUSION

- B GUIDELINE FOR PROVISION OF INFORMATION AND COMMUNICATION FOR PERSONS WITH DISABILITIES
- C GUIDELINE FOR EMPLOYMENT FOR PERSONS WITH DISABILITIES
- D GUIDELINE FOR ACCESSIBLE BUILT ENVIRONMENT FOR PERSONS WITH DISABILITIES

APPENDIX A

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICES PROVIDED TO PERSONS WITH DISABILITIES

This Appendix is based on *Ontario Regulation 429/07* under the *Accessibility for Ontarians Act, 2005*. It establishes the principles and accessibility standards for the customer service that Pearson Canada provides to persons with disabilities. Pearson Canada is committed to have customer service practices and procedures that are compliant with the Regulation.

1. **Excellent Accessible Service for Everyone**

- √ Make it personal.
 - Smile and ask, “How can I help you?”
 - Create service that is personal, both to build a relationship and to help diffuse difficult situations: “Are you here to pick up your order today?”
- √ Listen to your customers.
- √ Offer a solution.
 - Offer a choice among several options.
 - Put yourself in the customer’s place.
 - Involve the customer in determining the solution.
 - Clearly explain any limitations that exist.
 - If you have a problem, consult your manager.
- √ Invite your customer to provide feedback at Accessibility@PearsonCanada.com.
- √ Thank your customers. It really does make a difference.

2. **Principles for Policies, Practices and Procedures**

Pearson Canada will provide services to persons with disabilities based on principles and practices that are consistent with the following:

- a) Persons with disabilities will be given opportunity for service access, use and benefit that is equal to that given to other persons.
- b) Such services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- c) Such services will be integrated with services for other persons, unless an alternate measure is necessary on a temporary or permanent basis.
- d) Pearson Canada will address the use of assistive devices and other measures that enable service access, use and benefit.

- e) Communication with persons with disabilities will be conducted in a manner that takes into account the person's disabilities.
- f) Document(s) describing the policies, practices and procedures in this Appendix will be made available to any person on request.
- g) Where such documents are provided to persons with disabilities the format of the document will take into account the person's disabilities.
- h) Pearson Canada will inform all persons to whom services are provided that the documents required under this regulation are available on request.

3. Service Animals, Guide Dogs and Support Persons

Pearson Canada will ensure that the access, use and benefit of services are not compromised for persons with disabilities who are accompanied by a service animal, guide dog or support person:

- a) Service animals and guide dogs will be permitted to enter and remain on Pearson Canada premises together with the person with disabilities.
 - Exception: In a case where the service animal or guide dog is otherwise excluded by law Pearson Canada will provide an alternative measure that enables access, use and benefit from services.
- b) If a support person is necessary for the health and safety of a person with disabilities, or for the health and safety of other persons, Pearson Canada will require the accompaniment of a support person on premises.
- c) Support persons will be permitted to enter premises together with the person with disabilities, and continuing access to the support person will be ensured.
- d) If there is a service fee for a support person, Pearson Canada will provide advance notice of the amount.

4. Temporary Disruption to Facilities or Services

If there is a temporary disruption in the facilities or services Pearson Canada provides for persons with disabilities:

- a) Pearson Canada will provide notice of the reason, the expected duration and available alternatives if any.
- b) Notice may be by recorded message, posting on the Pearson Canada website or other reasonable means in the circumstances.

5. Training

All employees of Pearson Canada will receive training about the provision of services to persons with disabilities. The training program will be consistent with the following:

- a) Initial training will occur as soon as is practicable.

- b) Updated training will be provided as policies, practices and procedures change.
- c) Training will include:
 - A review of the purposes of the Act and requirements of the Regulation.
 - Instruction on how to interact and communicate with persons with various types of disabilities.
 - Instruction on the use of available technology and assistive devices, and on interaction with service animals, guide dogs and support persons.
 - Instruction on what to do if a person with disabilities is having difficulty accessing services.
- d) Pearson Canada will maintain a record of the training provided.

6. **Feedback Process**

Pearson Canada has established a process for receiving and responding to feedback about services to persons with disabilities:

- a) We welcome feedback in person, by telephone, in writing, or by email @ Accessibility@PearsonCanada.com.
- b) Any feedback will be collected by the Human Resources Department and directed to the appropriate person who can take action.
- c) All persons providing feedback will be responded to in a timely and accessible manner.

7. **Definitions**

‘Customers’ refers to people who receive goods or services.

‘Dignity’ allows the person with disabilities to maintain self-respect and the respect of other people.

‘Equal Opportunity’ a person with disabilities has opportunity to access goods or services, employment and access to the community equal to that given to others.

‘Guide Dog’ means a guide dog as defined in Section 1 of the [Blind Persons' Rights Act, R.S.O. 1990, c. B.7](#).

‘Independence’ when a person with disabilities is allowed to do things on their own without unnecessary help or interference from others.

‘Integration’ allows the person with disabilities to benefit from the same services, in the same place, and in the same or similar way as others, unless an alternate measure is necessary to enable a person with disabilities to access goods or services, employment or the community.

‘Service Animal’ means an animal for a person with disabilities,

- a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disabilities; or
- b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disabilities.

‘Support Person’ means, in relation to a person with disabilities, 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.