



# Integrated Accessibility Standards Policy



\*Be Brilliant

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## Statement of Commitment

CleanMark Group Inc. is committed to treating all people in a way that allows them to maintain their dignity and independence. 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.

## Training

CleanMark Group Inc. is committed to training staff and volunteers on Ontario's accessibility laws and on accessibility aspects of the Ontario Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers, and Board of Directors.

## Information and Communications

CleanMark Group Inc. is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency and safety information.

CleanMark Group Inc. will consult with people with disabilities to determine their information and communication needs.

We will ensure existing feedback processes are accessible to people with disabilities upon request.

We will make it website and content conform with WCAG 2.0, Level AA by January 1, 2021.

## Employment

CleanMark Group Inc. is committed to fair and accessible employment practices.

We will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired.

If needed, we will create an individual accommodation plan and/or workplace emergency information for any employees who have a disability.

Our performance management, career development, redeployment, and return-to-work processes will take into account the accessibility needs of employees with disabilities.

## **Design of Public Spaces**

CleanMark Group Inc. will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces including:

- Service-related elements like service counters, fixed queuing lines and waiting areas
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Outdoor public eating areas like rest stops or picnic areas

In the event of a service disruption, we will notify the public of the service disruption.

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **For More Information**

For more information on this policy, please contact the Director of Organizational Development at CleanMark Group Inc.

Phone: 416-364-0677

Email: [aoda@cleanmark.com](mailto:aoda@cleanmark.com)

Accessible formats of this document are available free upon request.