



Accessibility Standard (Ontario)

Accessibility Standards (Ontario regulation 191/11)

Integrated



Accessibility to Services

Communication

Stantec will communicate with people with disabilities in ways that considers their needs. We will train staff who work with customers and clients on how to interact and communicate with people with various types of disabilities.

Telephone Services

We are committed to providing fully accessible telephone service to our customers and clients. We will train staff to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers and clients by alternate methods if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices

A person with a disability may provide their own assistive device for the purpose of obtaining, using and

Exceptions may occur in situations where Stantec has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises.

The person with a disability must ensure that their assistive device is operated in a safe and controlled manner at all times.

Billing

We are committed to providing accessible invoices to all of our clients. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, and e-mail. We will answer questions clients may have about the content of the invoice in person, by telephone or e-mail.

Service Animals

Any person with a disability who is accompanied by a service animal may enter with the service animal into parts of our premises that are open to the public and where the animal is not prohibited by governing law.

Where it is not readily apparent that an animal is a service animal, Stantec staff may ask the owner to provide appropriate supporting documentation.

Staff who deal with the public will be trained on how to interact with people with disabilities who are accompanied by a service animal.

It is the responsibility of the person with the disability to ensure that their service animal is kept in control at all times. This will include controlling the behavior of the animal, cleaning up after the animal, and being

Support Persons

Any person with a disability who is accompanied by a support person will be allowed to enter our premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Maintenance of Accessible Elements in Public Spaces

If there is an accessible element of a public space that Stantec is required to maintain, the Stantec office that is required to maintain that element shall keep the element in good working order. If an accessible element of



Accessibility Standard (Ontario)



- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- 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 equipment or devices available on premises or otherwise that may help with the provision of goods or services to people with disabilities;
-
-
- Requirements pertaining to persons with disabilities as outlined by the Ontario Human Rights Code.

Applicable persons will be trained on an ongoing basis as they enter a contract or employment with Stantec and when changes are made to these policies, practices and procedures.

Information and Communications

Stantec is committed to meeting the communication needs of people with disabilities and will work with an individual who has identified a disability, to provide information in an accessible format in a timely manner.

Stantec will strive to maintain its website and web content as to be in accordance with Level AA of the Web Content Accessibility Guidelines (WCAG) 2.0.

Feedback Process

Feedback respecting our accessibility program is welcomed, as it may identify areas that require change and encourages continuous improvements.

Feedback can be made to Human Resources in person, by e-mail, or in writing at the following address:

Access@Stantec.com

Human Resources
c/o Stantec Consulting Lnte



Accessibility Standard (Ontario)
