

## EAMA'S ACCESSIBILITY STATEMENT

EAMA is committed to service excellence in serving all clients including people with disabilities. As such, we will ensure equal access and participation to people with disabilities and to treating them in ways which will allow them to maintain their dignity and independence. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws in a timely manner.

For further information on our accessibility efforts, click below to access our detailed accessibility plan and customer service policy:

[EAMA Multi-Year Accessibility Plan 2017-2025](#)  
[Accessibility Standards for Customer Service](#)

## ASSISTIVE DEVICES

EAMA will ensure that our staff and volunteers are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services.

## COMMUNICATION

EAMA employees and volunteers will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

## SERVICE ANIMALS

EAMA welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

## 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 will not be charged for support persons.

## NOTICE OF TEMPORARY SERVICE DISRUPTION

In the event of a planned or unexpected disruption to services for clients with disabilities, EAMA will notify clients 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. The notice will be placed on the front door at the EAMA facility where service has been disrupted and/or will be posted on our website.

## TRAINING

EAMA has and will continue to provide training to all our employees, volunteers, students, Board of Directors, Providers, or other third parties who may act on our behalf in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. This training will be provided to staff and volunteers prior to employment or placement with EAMA during their initial agency orientation as well as it relates to their specific roles.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and its integrated accessibility standards: customer service, information and communication, transportation, employment, and design of public spaces.
- EAMA's accessibility plan.
- 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.
- What to do if a person with a disability is having difficulty in accessing EAMA's goods and services.

Staff will also be informed, and where necessary trained, when changes are made to our accessible plan.

## EMPLOYMENT

EAMA will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring. We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

# ACCESSIBILITY



## FEEDBACK PROCESS

We welcome your feedback on the way EAMA provides services to people with disabilities. All feedback, including complaints, will be responded to according to the timelines defined by our Feedback Policy.

Please feel free to direct your comments to:

*narinder@eama.ca*  
*416-798-2006*

## MODIFICATIONS TO THIS OR OTHER POLICIES

Any policy of EAMA that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.