

## Accessibility for Ontarians with Disabilities Act Integrated Accessibility Policy and Accessibility Plan

<b>Business Name:</b>	Ink Thread & Tech Corporation o/a Entripy Custom Clothing
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The purpose of this accessibility policy is to ensure that Entripy complies with the Ontario Regulation 191/11 Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005.

### 1. Statement of Commitment

Entripy is dedicated in identifying, eliminating, and preventing barriers and in meeting the needs of persons with disabilities. Acting with integrity and being mindful that every person deserves respect and understanding.

Entripy is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in diversity, equal opportunity, and equal treatment for every prospective client and employee. We are committed to meeting the needs of persons with disabilities in a timely manner and will do so by identifying, eliminating, preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005.

Entripy will create and support an accessibility policy that outlines our strategy to prevent and remove barriers from our workplace thus improving the opportunities for persons with disabilities.

### 2. Definitions:

**Accessible Format:** refers to a version of information or content that is designed to be easily perceivable and usable by individuals with disabilities. The goal is to ensure that people with various disabilities, including visual, auditory, cognitive, and motor impairments, can access and comprehend the information effectively in accordance with the Accessibility for Ontarians with Disabilities Act.

**Accommodation:** refers to adjustments or modifications made to support and provide equal opportunities for individuals with disabilities, allowing them to participate fully in various aspects of life, such as education, employment, housing, and public services.

**Assistive Device:** any device used to assist a person in performing a particular task(s) or to aid that person in activities of daily living. This can include a wheelchair, screen reader, listening device or cane.

**Communication Supports:** refers to tools and strategies that are used to facilitate effective communication for individuals with disabilities. Communication Supports may include, but are not limited to captioning, alternative and augmentative communication supports, plain

language, sign language, and other supports that facilitate effective communication.

**Disability:**

The definition of "disability" under the AODA is aligned with the definition provided in the Ontario Human Rights Code. According to the AODA, "disability" includes:

- Any degree of physical disability, infirmity, malformation, or disfigurement that is caused by bodily injury, birth defect, or illness.
- A condition of mental impairment or a developmental disability.
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- A mental disorder.
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

**Guide Dog:** a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, 1990 to provide mobility, safety and increased independence for people who are blind.

**Service Animal:** an animal is a "service animal" for a person with a disability if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- The person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

**Support Person:** an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services. Medical needs may include, but are not limited to, monitoring an individual's health or providing medical support by being available in the event of a seizure.

### 3. Purpose

Entripy is committed to creating an accessible and inclusive environment for all individuals, including those with disabilities. This policy outlines our commitment to meeting the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and ensuring equal access and participation for everyone.

### 4. Responsibilities

This policy applies to all employees, volunteers, contractors, and third-party service providers of Entripy. It covers all aspects of our operations, including customer service, information and communications, employment, and the design of public spaces in our facility.

We are committed to excellence in serving all clients and team members with disabilities and we will carry out our functions and responsibilities in the following areas:

## 5. Providing Goods and Services

Entripty is committed to excellence in serving all customers, including those with disabilities. We will make reasonable efforts to ensure that our policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity.

- We will communicate with individuals with disabilities in ways that take into account their disability.
- We will train employees on how to interact and communicate with customers and clients with various types of disabilities.

## 6. Accommodation

Arrangements will be made or assistance will be provided so that persons with Disabilities can participate in the experiences available to persons without Disabilities.

## 7. Websites and Content

Entripty has taken the appropriate steps to ensure all new websites and content on its sites conform to WCAG 2.0, Level AA.

## 8. Public Space Design

Outdoor travel paths are accessible. Ramps are available from public space to the inside of premise. Entrance is accessible. Washrooms are big enough to accommodate mobility aids and service animals. Public access will not be disrupted during business hours when possible. Public will be notified if any disruptions that affect service will be taking place.

## 9. Communication and Interactions

Communication with persons with disabilities will take into account their disability. Team members will be trained to communicate and interact with other team members and clients that have various types of disabilities.

## 10. Telephone Services

All team members will be trained to communicate with customers over the phone in clear and plain language and to speak clearly and slowly. If telephone communication is not suitable to the clients' needs we will communicate using the accessible format that best suits their individual needs.

## 11. Use of Service Animals and Support Workers

We welcome persons who are accompanied by a service animal or support worker. Any person with a disability who is accompanied by a service animal or support worker will be allowed to enter Entripty premises. At no time will they be prevented from having access to their service animal or support worker.

## 12. Accessibility Devices and Mobility Aids

Entripty welcomes individuals with disabilities who use assistive devices. We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

### **13. Support Persons**

Entripy welcomes support persons who accompany individuals with disabilities. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

### **14. Employment**

We believe in diversity, equal opportunity, and equal treatment for every prospective employee. Job applicants will be notified that accommodation is available upon request to persons with disabilities during the application process.

We have developed an accommodation policy pertaining to developing individual accommodation plans and return to work policies for team members who have been absent due to disability.

### **15. Accessible Emergency Information**

Emergency Information is available upon request. Persons with disabilities will also be provided with specialized emergency response information if needed and has made Entripy aware that alternate information is required. This notification can be made in writing or via email to [info@entripy.com](mailto:info@entripy.com). We will work with the persons requesting the alternate information so we can meet their needs as soon as possible.

### **16. Notice of Temporary Disruptions**

In the event of a planned or unexpected disruption to services or facilities that may impact individuals with disabilities, Entripy will notify affected customers promptly. This notice will include information about the reason for the disruption, its anticipated duration, and any alternatives available. The notice will be placed at all public entrances and service areas of our facility.

### **17. Training and Records**

We will ensure that team members, volunteers, and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal or support worker.

Entripy will provide training to all team members, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained: Client Experience Representatives, Department Managers, Coordinators, and assistants.

This training will be provided within one week of team members commencing their duties. Training will be provided in a way that best suits the duties of the trainee.

Training will include the following:

- The purposes 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.
  - Use of plain language in communications
  - Avoidance of ableist language
- 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 the Accessibility Devices and Mobility Aids.
- What to do if a person with a disability is having difficulty in accessing goods and services.
- Entripy's policies, practices, and procedures relating to the Accessibility for Ontarians with Disabilities Act.

All team members will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Team members will also be trained on an ongoing basis when changes are made to these policies, practices and procedures. No changes will be made without great consideration for any impact it may have on persons with disabilities.

Records will be kept detailing what the training provided, the dates, and the names of the individuals who attended the training.

## 18. Documentation to be Made Available

Entripy will make necessary documents and information required by the AODA standards accessible upon request. This includes policies, procedures, and any other relevant documents.

## 19. Accessible Formats

Upon request Entripy will provide accessible formats for persons with disabilities in a timely manner that takes into account their individual needs. Formats that differ from the standard may include but not limited to larger print size, pictograms, contrast and tactile elements, braille, audio versions, verbal descriptions, online videos, consistent formatting for electronic documents, simplified written documents, invoices in larger print or email format, and other formats usable by persons with disabilities in accordance with Accessibility for Ontarians with Disabilities Act. All formats are to be made accessible upon request to fit the individual needs of the persons.

## 20. Implementation and Review

**Notice of Availability:** This policy is made available to any member of the public upon request. And will be posted on our website. This policy will be available in accessible format. All formats are to be made accessible upon request to fit the individual needs of the persons.

**Modification of Policies:** Policies, practices, and procedures of Entripy that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.

**More Information:** For more information on this accessibility plan, please contact [info@entripy.com](mailto:info@entripy.com). Accessible formats available upon request.

## **21. Feedback Process**

The ultimate goal of Entripy is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way we provide goods and services to people with disabilities can be made in person, by written note, telephone 905-844-1291, and via email [info@entripy.com](mailto:info@entripy.com). All feedback and questions will be directed to our Human Resources Department. Customers can expect to hear back in 48 hours. Complaints will be addressed according to already established company complaint procedures.

## **22. Continuous Improvement**

Entripy is committed to ongoing learning and continuous improvement. Accessibility goals and policies will evolve through consultation, innovation, and regular feedback. We will monitor trends, seek feedback from disability communities, and participate in training or conferences related to accessibility to ensure leading practices are followed.