

# Accessibility Policy

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**Version 1.2**

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## 1.0 Scope

This policy applies to the provision of goods and services at premises owned and operated by Proficiency Testing Canada (PTC).

This policy applies to all employees, volunteers, agents and/or contractors or other third parties that act on behalf of PTC, including when the provision of goods and services occurs off the premises of PTC such as in: delivery services, vendors, drivers, catering and third-party marketing agencies.

The section of this policy that addresses the use of guide dogs and service animals only applies to the provision of goods and services that take place at premises owned and operated by PTC.

This policy shall also apply to all persons who participate in the development of PTC's policies, practices and procedures governing the provision of goods and services.

## 2.0 Policy

All goods and services provided by the PTC shall follow the principles of dignity, independence, integration and equal opportunity.

This policy is intended to meet the requirements of *Integrated Accessibility Standards*, Ontario Regulation 191/11 under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

## 3.0 Definitions

**Assistive Device:** means specialized equipment used by or provided for persons with a disability including but not limited to mobility aids such as wheelchairs, scooters, walkers, canes, crutches, prosthetic devices, hearing aids, cognitive aids such as computer or electrical assistive devices, and computer software and hardware such as voice recognition programs, screen readers and screen enlargement applications and closed captioning.

**Disability:** the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005* refers to:

- 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 animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

*Mobility Aid:* means a device used to facilitate the transport, in a seated posture, of a person with a disability.

*Guide Dog :* means a dog as defined in section 1 of the Blind Persons' Rights Act.

*Service Animal:* means an animal for a person with a disability if:

- (a) the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- (b) the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to disability:
  - i. A member of the College of Audiologists and Speech-Language Pathologists of Ontario
  - ii. A member of the College of Chiropractors of Ontario
  - iii. A member of the College of Nurses of Ontario
  - iv. A member of the College of Occupational Therapists of Ontario
  - v. A member of the College of Optometrists of Ontario
  - vi. A member of the College of Physicians and Surgeons of Ontario
  - vii. A member of the College of Physiotherapists of Ontario
  - viii. A member of the College of Psychologists of Ontario
  - ix. A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

*Support Person:* means, in relation to a person with a disability, another person who accompanies that person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities provided by Supply Ontario.

## 4.0 General Principles

In accordance with the *Integrated Accessibility Standards*, Ontario Regulation 191/11, this policy addresses the following:

- The Provision of Goods and Services to Persons with Disabilities;
- The Use of Assistive Devices and Mobility Aids;
- The Use of Guide Dogs and Service Animals;
- The Use of Support Persons;
- Notice of Service Disruptions;
- Customer Feedback;
- Training;
- Notice of Availability and Format of Required Documents; and,
- Availability of Policy.

PTC will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all customers receive the same value and quality;

- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's disability.

## 4.1 ASSISTIVE DEVICES AND MOBILITY AIDS

Persons with disabilities may use their own assistive devices and mobility aids as required when accessing goods or services provided by PTC.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

## 4.2 GUIDE DOGS AND SERVICE ANIMALS

A customer with a disability that is accompanied by guide dog or service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs or service animals.

A customer with a disability that is accompanied by guide dog or service animal (as described in subsection 80.45(4) of Ontario Regulation 191/11 (Integrated Accessibility Standards) made under the *Accessibility for Ontarians with Disabilities Act, 2005*) will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

If a guide dog or service animal is excluded by law PTC will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, PTC may request verification from the customer.

Verification may include:

- A letter from a regulated health professional confirming that the person requires the animal for reasons related to the disability;
- A valid identification card signed by the Attorney General of Canada; or,
- A certificate of training from a recognized guide dog or service animal training school.

The customer that is accompanied by a service animal is responsible for maintaining care and control of the animal at all times.

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, PTC will make all reasonable efforts to meet the needs of all individuals.

## **4.3 SUPPORT PERSONS**

If a customer with a disability is accompanied by a support person, PTC will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, PTC will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

If payment is required by a support person for admission to the premises PTC will ensure that notice is given in advance by posting notice of admission fees for support persons where PTC fees are posted.

## **4.4 NOTICE OF DISRUPTIONS IN SERVICE**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of PTC. In the event of any temporary disruptions to facilities or services that customer's with disabilities rely on to access or use PTC's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

### **4.4.1 Notifications will Include**

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and,
- A description of alternative services or options.

### **4.4.2 Notifications Options**

When disruptions occur PTC will provide notice by:

- Posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the PTC's website;
- Contacting customers with appointments;
- Verbally notifying customers when they are making an appointment; or
- By any other method that may be reasonable under the circumstances.

## 4.5 FEEDBACK PROCESS

PTC shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available on the PTC website. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

### 4.5.1 Submitting Feedback:

Customers can submit feedback to:

Nadine Lewis  
102-2934 Baseline Road  
Ottawa, ON K2H 1B2  
nlewis@ptcanada.org

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to any PTC employee. Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

## 4.6 TRAINING

Training will be provided to:

- All employees, volunteers, agents and/or contractors or other third parties that act on behalf of PTC; for example: assessors and training consultants; and,
- Those who are involved in the development and approval of customer service policies, practices and procedures.

### 4.6.1 Training Provisions

As reflected in Ontario Regulation 191/11, regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
  - use assistive devices;
  - require the assistance of a guide dog or other service animal; or
  - require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- PTC's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

#### **4.6.2 Training Schedule**

PTC will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractor who deal with the public or act on our behalf as part of orientation to the organization. Revised training will be provided in the event of changes to legislation or procedures. Employees will receive additional training as needed.

#### **4.6.3 Record of Training**

PTC will keep a record of training that includes the dates training was provided and the names of employees/volunteers who attended the training.

### **4.7 AVAILABILITY OF POLICY**

This PTC Accessibility Policy is available for viewing on the PTC website.

## **5.0 Administration**

If you have any questions or concerns about this policy or its related procedures, please contact:

Nadine Lewis, PTC Executive Director  
102-2934 Baseline Road  
Ottawa, ON K2H 1B2  
nlewis@ptcanada.org

This policy and its related procedures will be reviewed as required in the event of legislative changes.

## **6.0 Non-Compliance**

Failure to comply with this policy may result in disciplinary action up to and including termination.

## **7.0 Acknowledgement and Agreement**

All employees, volunteers and contractors delivering services on PTC's behalf will be required to provide an acknowledgement and agreement similar to that which follows.

I, (Employee Name), acknowledge that I have read and understand the PTC Accessibility Policy. Further, I agree to adhere to this Policy and will ensure that employees, volunteers and contractors working under my direction adhere to these guiding principles. I understand that if I violate this Policy, I may face corrective action, up to and including termination of employment.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

## 8.0 References

- Accessibility for Ontarians with Disabilities Act, 2005
- Integrated Accessibility Standards, Ontario Regulation 191/11
- Blind Person's Rights Act, 1990

## 9.0 History of Changes

Date	Rev. No.	Sections	Changes
12/18/2019	1.0		Initial publication
7/3/2025	1.1		Updated ED information throughout document
12/17/2025	1.2	2.0 3.0 8.0	Updated reference to Ontario Regulation Updated wording and reference to Ontario Regulations Updated references to regulations Replaced every reference from 429/07 to 191/11 and General update of document due to regulation updates.