



## **Accessibility Policy**

Alliance Employment Services strives at all times to provide services in a way that respects the dignity and independence of persons with disabilities. It applies to all Directors, Customers, Employees, Volunteers and third party contractors.

### **Statement of Commitment**

Alliance Employment Services is committed to eliminating barriers and improving accessibility for persons with disabilities to afford equal opportunities and the provision of integrated programs and services where possible, in a manner that respects dignity and independence. Alliance Employment Services is committed to incorporating accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

To fulfill the accessibility policy and to ensure compliance with the accessibility legislation the following standards are set in place for implementation within the scope of this policy:

1. Accessible Information and Communications
2. Accessible Service, Recruitment and Employment
3. Accessible Meetings/Training

View our [Alliance Multi-Year-Accessibility-Plan-Alliance](#)

All documents required by the Accessibility Standards are available in a suitable accessible format upon request, subject to the Freedom of Information and Protection of Privacy Act. When providing documents to a person with a disability, Alliance Employment Services will endeavor to provide the document, or the information contained in the document, in a format that takes the person's disability into account.

### **Accessible Customer Service Standard**

#### **Communication with Persons with Disabilities**

When communicating with a person with a disability, Alliance Employment Services will do so in a manner that takes into account the person's disability. Alliance Employment Services commits to provide training on customer service to all current and future employees, volunteers and contractors. This training will include how to interact and communicate with persons with various types of disabilities.

#### **Notice of Disruption in Services**

In the event of a service disruption, Alliance Employment Services will take reasonable steps to report such disruption in a timely fashion through appropriate information channels.

Such channels include, but are not limited to, Alliance Employment Services 's website, physical postings and/or communication via email or phone call to affected individuals. The required information necessary for any communication of a temporary disruption may include:

- The time, date and location of the disruption;
- Information about the reason for the disruption;
- Anticipated duration of the disruption; and
- Descriptions of alternative facilities or services, if any.

### **Assistive Devices**

Personal assistive devices are permitted in all Alliance Employment Services offices except when subject to operator safety. It should be noted that the provision, use and safety of personal assistive devices is the responsibility of the person with a disability.

### **Service Animals**

Persons with a disability who are accompanied by a service animal may access premises owned and operated by Alliance Employment Services provided the public has access to such premises and the animal is not otherwise excluded by law. If a service animal is excluded by law, Alliance Employment Services will ensure that alternate means are available within reasonable time and location to provide persons with a disability access to Alliance Employment Services 's services.

There may be rare circumstances where, for reasons of health and safety of another person, allowing a person with a disability to enter a premises accompanied by a service animal needs to be considered. An example of such a situation may include where a person is allergic to animals and adversely affected if they are in close proximity to a service animal. If deemed necessary, a risk assessment will be conducted by the Alliance Employment Services Representative. The risk assessment will include identifying the risks inherent with the service animal being in the area of concern and identify alternate measures available to enable the person with a disability to access the service.

If it is not readily apparent that an animal is a service animal, the Alliance Employment Services Representative may ask the person with the service animal to provide verification of the animal's duty. The use, safety and clean up of the service animal is the responsibility of the person with a disability.

### **Support Persons**

Alliance Employment Services welcomes customers who are accompanied by a support person, when the support person has been hired or chosen by the person with a disability to accompany them in order to assist in accessing goods or services and/or for the purpose of providing support with mobility, personal assistance and/or communication. Individuals who are accompanied by a support person are encouraged to inform relevant WSPS persons of their participation.

There may be rare circumstances where, for reasons of health and safety, allowing a person with a disability to enter a premises accompanied by their support person needs to

be considered. Examples of such situations include potential fire code violations. If deemed necessary, a risk assessment will be conducted by the Alliance Employment Services Representative. The risk assessment will include identifying the risks inherent with the support person being in the area of concern and identify alternate measures available to enable the person with a disability to access the service.

Support persons shall be permitted entry to all Alliance Employment Services facilities and meeting rooms that are open to the public.

### **Feedback**

Feedback about the delivery of services to persons with disabilities is welcomed, as it may identify areas that require change and assist in continuous service improvement. Such feedback may be by telephone, in person, in writing or by email. Alliance Employment Services will make best efforts to provide a response in the same format in which the feedback was received.

Where possible, feedback will be addressed immediately. Some feedback may, however, require more effort to address and may need to be reviewed before an action is taken. Alliance Employment Services will respond within 21 working days.

Please note to facilitate an accessible feedback process our company will provide documents and communication support in a suitable and accessible format upon request.

- [Alliance Customer Feedback form](#) - 150 KB (PDF)

Or by sending an email to below:

Customer Care  
1620 Albion Rd., Suite 307  
Etobicoke, ON  
M9V 4B4  
TF 416-741-6524 Ext 0

Email: [info@allianceemployment.ca](mailto:info@allianceemployment.ca)

Upon receipt, a Alliance Employment Services manager, member of the customer care's team or a designated Alliance Employment Services representative will review the feedback and complete an investigation into any concerns or complaints. Corrective action will be taken as deemed necessary. Customers that provided feedback identifying concerns or complaints regarding the provision of services or goods to persons with disabilities, within 21 business days, will receive acknowledgment of receipt of their feedback along with a summary of any action taken by Alliance Employment Services in response. Information about Alliance Employment Services's feedback process will be made available to all customers upon request.

Please note that Alliance Employment Services will provide documents in suitable accessible format, if requested by using the [Accessible Information and Communication Support form](#).