

## ACCESSIBILITY POLICY

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### 1.0 **Statement of Commitment:**

At the Ontario Capital Growth Corporation (OCGC), we are committed to:

- Meeting our obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA); and
- Meeting the needs of people with disabilities in a timely manner.

### 2.0 **Policies:**

OCGC strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

#### 2.1. **Assistive Devices**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

#### 2.2. **Communication**

We will communicate with people with disabilities in ways that take into account their disability and needs to ensure a high level of quality service.

#### 2.3. **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and other third parties.

#### 2.4. **Support Persons**

We welcome support persons accompanying clients with a disability.

#### 2.5. **Feedback**

We welcome feedback, including feedback about our services to people with disabilities. Clients who wish to provide feedback on the way the OCGC provides services to people with disabilities can be made by:

Direct: 416-325-6874  
Toll-free: 1-877-422-5818  
Email: [ocgc@ontario.ca](mailto:ocgc@ontario.ca)  
Web: [www.ontario.ca/ocgc](http://www.ontario.ca/ocgc)

In person or mail:  
700 Bay St.  
Suite 2401  
Toronto, ON M5G 1Z6

All feedback will be sent to the President & CEO. Clients will be contacted on any feedback. An acknowledgement of the issue will be provided within three business days if required.

## **2.6. Notice of Service Disruption**

We will notify clients if there is a disruption at our office or in services usually used by people with disabilities. We will explain the reason for the disruption, how long it will last, and if alternative facilities or services are available. We may not be able to give advance notice if it is an emergency disruption.

## **2.7. Training**

We are committed to training staff, volunteers and others who deal with the public or other third parties on our behalf on:

- Accessible customer service;
- Requirements of the Integrated Accessibility Standards Regulation; and
- Aspects of the Human Rights Code that relate to accessibility.

We will train our employees on aspects that relate to their specific job.

## **2.8. Procurement**

We will incorporate accessibility criteria and features when procuring, or acquiring goods, services or facilities, including self-serve kiosks. If it is not practicable to do so, we will provide an explanation, upon request.

## **2.9. Information and Communications**

We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our office and its services, including emergency procedures, plans or public safety information (if available to the public), in accessible formats or with communication supports in a timely manner that takes into account the person's accessibility needs. OCGC will consult with the person making the request in determining the suitability of an accessible format or communication support.

OCGC has updated its current website to be compliant with the World Wide Web Consortium's ("W3C") Web Content Accessibility Guidelines ("WCAG") 2.0 level A, AA. All future updates will also ensure WCAG 2.0 level A, AA or any additional/amended required levels of compliance.

## **2.10. Employment**

We 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 have in place a process to develop individual accommodation plans for employees.

We have in place a written return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

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 advancement, and redeployment processes will take into account the accessibility needs of all employees.

## **2.11. Modifications to this or Other Policies**

Any policy, practice or procedure of OCGC that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.