

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 2.08
Section:	Customer Service	Issued/re-issued:	Dec. 4, 2017
Subject:	Documentation and annual filing	Effective:	January 1, 2012
Issue to:	All Employees and Customers of First Reference Inc.	Page:	1 of 2
		Replaces:	AS 2.08
Issued by:	First Reference Inc.	Dated:	Dec. 4, 2016

1 POLICY

- 1.01 Documents required by the Accessibility Standards for Customer Service are available upon request. When providing a document to a person with a disability, First Reference Inc will work with the individual to determine options in order to provide the document or the information contained in the document in a format that takes the person's disability into account.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure is that, per regulations, First Reference Inc is required to post a notice that documents required by the customer service standard are available upon request and in a format that takes a person's disability into account.

3 SCOPE

- 3.01 This policy applies to all employees and customers in all facilities of First Reference Inc in Ontario.

4 RESPONSIBILITY

- 4.01 It is the responsibility of managers, immediate supervisors and department heads to ensure that all employees follow the guidelines set out in this policy.
- 4.02 Each manager, immediate supervisor, and department head is responsible to ensure all employees are trained under the customer service standard and these policy and procedure.

5 DEFINITIONS

None

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

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- **Accessibility for Ontarians with Disabilities Act, 2005**
- Integrated Accessibility Standards, ON. Reg. 191/11
- SPP AS 2-02 — Communication

7 PROCEDURES

- 7.01 First Reference Inc has a template that includes sample text of notification of availability of documentation. It is recommended that the notification be placed on First Reference Inc website and in a conspicuous place in First Reference Inc's facilities.
- 7.02 In determining a suitable format that takes the individual's disability into account, it is recommended that First Reference Inc work with the individual to determine options in order to provide the document (s) or the information contained in the document (s) in a format or with a communication support that is reasonable and takes the person's disability into account, and at a price that is no more than regularly charged to any other person.
- 7.03 Note that the release of information may be subject to applicable privacy legislation.
- 7.04 Policies governing how First Reference is committed to accessibility must be reviewed at least annually or when there are changes to the law or to procedures, or when an incident or breach occurs.
- 7.05 First Reference will comply with filing its accessibility report confirming that the organization has met its current accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and Regulations by the set deadline issued by the government.