

TAO SOLUTIONS INC.

Accessibility for People with Disabilities

Customer Service and Accessibility Policy and Multi Year Plan

TAO Solutions Inc. (“**TSI**”) is committed to providing its services in a manner that respects the dignity and independence of people with disabilities. The purpose of this policy is to ensure that TSI’s business is accessible to persons with disabilities by identifying, removing and preventing barriers that might impede the ability of persons with disabilities from making use of TSI’s services and facilities.

Assistive devices

Persons with disabilities may provide their own assistive device for the purpose of obtaining, using and benefiting from TSI’s services and facilities.

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 to goods and services.

It is the responsibility of the person with the disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train our employees, agents and any other person who deals with members of the public on our behalf, on how to interact and communicate with people with various types of disabilities.

Service animals

TSI welcomes people with disabilities and their guide dogs or service animals. Guide dogs or service animals are allowed on the parts of TSI’s premises that are open to the public unless otherwise excluded by law.

It is the responsibility of the person with the disability to ensure that his or her guide dog or service animal is kept in control at all times. If an employee or any other person on TSI’s premises has a severe allergy to animals, which could result in health and safety concerns, TSI will make reasonable efforts in the circumstances to meet the needs of all individuals.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. In situations where the support person will be exposed to confidential information, TSI may require that the support person sign a confidentiality agreement.

Notice of temporary disruption

Service disruptions may occur due to reasons that may or may not be within TSI knowledge or control. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use, 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

Training

TSI will provide training to its employees, contractors and others who deal with the public or other third parties on TSI's behalf ("**TSI Staff**").

Training will include:

- The purpose and application of this policy;
- A review of the purposes and requirements of the Accessibility for Ontarians with Disabilities Act, 2005 and the Accessibility Standards for Customer Service Regulation;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or require the assistance of a guide dog, service animal or a support person;
- How to use equipment or devices available on TSI's premises, if applicable, or otherwise provided by TSI that may help with the provision of services to a person with a disability.
- What to do if a person with a disability is having difficulty in accessing TSI's services and/or facilities

TSI Staff will also be trained when changes are made to this policy.

Feedback process

Customers who wish to provide feedback on the way TSI provides services to people with disabilities can be provided in person, by telephone, in writing, or in electronic format. All feedback should be directed to TSI's Compliance Officer.

Feedback in person or by mail should be directed to;

TAO Solutions Inc.
11 King Street West, Suite 1600
Toronto, ON M5H 4C7

Attention: Compliance Officer

Feedback in via email can be sent to: compliance@taosolutions.ca. Feedback may also be provided by calling: 416-309-9315.

Availability of Documents for Customer Service Standard

All documents required by the Accessibility Standards for Customer Service Regulation, including this policy are available upon request.

When providing these documents to a person with a disability, TSI will endeavour to provide the document, or the information contained in the document, in a format that takes the person's disability into account.

All documents required by the Accessibility Standards for Customer Service Regulation, including this policy, will be posted on TSI's website (www.taosolutions.ca).

Definitions

For the purposes of this policy,

“Assistive Device” means a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that members and guests bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

“Disability” means:

- 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 symbols of spoken language;
- a mental disorder; and
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act.

“Guide Dog” means a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations to the Blind Persons Rights Act.

“Service Animal” means any animal used by a person with a disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability or where a person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his or her disability. A Service Animal includes a Guide Dog.

“Support Person” means, in relation to a person with a disability, another person who accompanies him or her in order to assist them with communication, mobility, personal care, or medical needs or with access to goods and services.

Multi Year Accessibility Plan

Introduction

TSI strives to meet the needs of its employees and customers with disabilities and continues to work hard to remove and prevent barriers to accessibility. We are committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act and related regulations (“AODA”) and has put the following practices in place in order to do so. Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Statement of Commitment

TSI is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion, equal opportunity and we strive to meet the needs of people with disabilities in a timely manner, by preventing and removing barriers and adhering to accessibility requirements under AODA.

Accessibility Policies

TSI has established policies for AODA Customer Service and AODA Integrated Accessibility Standard which are set out above. These policies are reviewed and updated, as required and are available in alternative formats, upon request.

- Created and implemented accessible customer service policy 2012
- Updated to include Integrated Accessibility Standards Regulation Policy 2022

Communication and Accessible Emergency Information

TSI is committed to meeting the communication needs of people with disabilities. Upon request, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency information. As required, we will consult with people with disabilities to determine their information and communication needs.

Training

TSI provides training to its employees on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the needs of employees based on how it relates to their individual work responsibilities. Training is provided on an annual basis and upon onboarding of new employees.

Employment

As part of our recruitment process, we notify the public and employees that, upon request, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of employees with disabilities.

As required, TSI will follow an accommodation process to ensure the needs of employees with disabilities are met and by putting in place an Individual Accommodation Plan supports can be offered in a manner to allow the individual to be successful in their role while maintaining their dignity and respect.

Design of Public Spaces

TSI will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to its public spaces.

2022 –website compliant with WCAG 2.0 Level AA standard

TSI is committed to removing barriers for persons with disabilities in all future planned renovations.

For More Information:

For more information or if you have any questions about our accessibility policies or our multi year plan please contact TSI's Compliance Officer at compliance@taosolutions.ca or by calling 416-309-9315. Standard and accessible formats of this document are free upon request.