	HUMAN RESOURCES POLICY AND PROCEDURES	Policy No.	HR02	
		Issued by:	Human Resources	
	Policy: Accessibility Standards for Customer Service Standard - AODA	Approved by:	Executive Team	
		Effective Date:	September 21, 2017, October 15, 2013,	Page 1 of 4
		Review Date:	September 21, 2018	
		Revision No:	00	

PURPOSE

The Accessibility Act for Ontarians with Disabilities Act, 2005 (AODA) became law on June 13, 2005. Under this legislation, the government of Ontario developed accessibility standards that identify, remove and prevent barriers for people with disabilities in key areas of daily living. These standards apply to private and public organizations across Ontario.

The goal of the AODA Act is to create a more accessible Ontario, by identifying, and to the extent possible, prevent and eliminate barriers experienced with persons with disabilities.


Evolve Biologics™ is committed to developing policies, practices and procedures that provide accessible quality products and services to its customers. Services will be provided to clients with disabilities in a manner that promotes and respects dignity, independence, integration and equal opportunity.

Evolve Biologics will endeavour to ensure that the policy and related practices and procedures are consistent with the following four (4) core principles:

1. Dignity
 - Persons with a disability must be treated as valued clients as deserving of service as any other customer.
2. Equality of Opportunity
 - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services.
3. Integration
 - Where ever possible, persons with a disability should benefit from our services in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, services will to the extent possible, be provided in another way that takes into account the person’s individual needs.
4. Independence
 - Services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

POLICY, SCOPE, PRACTICE, PROCEDURE, AND RESPONSIBILITY

Evolve Biologics shall make all reasonable efforts to ensure that its policies, practices and procedures that impact the delivery of its goods and services to its clients or to other third parties are consistent with the

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		Issued by:	Human Resources	
	Policy: Accessibility Standards for Customer Service Standard - AODA	Approved by:	Executive Team	
		Effective Date:	September 21, 2017, October 15, 2013,	Page 2 of 4
		Review Date:	September 21, 2018	
		Revision No:	00	

principles of dignity, equality of opportunity, integration and independence as defined above.

1. Communication

Evolve Biologics is committed to communicating with clients with disabilities in different or alternative ways that take into consideration their disability.

Staff will be trained on how to interact and communicate with clients with disabilities in a manner that is respectful of a client's dignity and independence. Alternative methods of communication will be provided as requested.

2. Use of Assistive Devices

Assistive Devices, guide animals and/or support persons may be used by clients to assist in accessing services at Evolve Biologics.

Due to Health Canada, FDA and EU regulations, service animals are not permitted in the following areas; warehouse, production, laboratories and utility areas.

Staff will be properly trained in how to interact with clients with disabilities who are accompanied by a support person, service animal or assistive device.

3. Notice of Temporary Disruptions

Evolve Biologics will notify clients if there is a planned or unexpected disruption of a facility or service persons with a disability use to access our services. The notice will be posted at the entrance of the applicable premises and as well as being provided verbally, electronically or in person as applicable. The notice will include the following information.


- That a facility or service is unavailable.
- The anticipated duration of the disruption.
- The reason for the disruption.
- Alternative facilities or services, if available.

4. Feedback Procedure

AODA requires organizations to implement feedback methods that allow clients to provide feedback on perceived barriers, including how to ask for assistance.

Evolve Biologics accepts feedback in a variety of ways including in person, by telephone, in writing or electronically. Our feedback protocol requires Evolve Biologics to respond to all client inquiries within 10 days. please contact us at:

- By phone: (905)286-6200

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	Policy: Accessibility Standards for Customer Service Standard - AODA	Approved by:	Executive Team	
		Effective Date:	September 21, 2017, October 15, 2013,	Page 3 of 4
		Review Date:	September 21, 2018	
		Revision No:	00	


- By mail: 2585 Meadowpine Blvd., Mississauga, ON, L5N 8H9
- By email: info@evolvebio.com

5. Training and Records

Evolve Biologics is committed to training employees, co-op students, and volunteers, in Ontario’s accessibility laws, and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Evolve Biologics will provide training, and ongoing training, as required under the AODA Act to all persons to whom this Policy applies.

- Training will include reviewing the most current eLearning training available from the Ontario Government, and will provide you with knowledge and understanding on:
 - “The Ontario Human Rights Code” and how the Code applies to people with disabilities, and the company’s duty to accommodate under the “Accessibility for Ontarians with Disabilities Act (AODA)
 - What the Code offers in terms of protection of rights, equal opportunity, and freedom from discrimination, and the company’s duty to accommodate people with disabilities
 - Understanding of accommodation needs based on an individual’s needs, and what is required
 - How to apply Human Rights principles, and Code obligations when implementing the AODA standards
 - Understanding and applying the Human Rights principles
- Timing of training
Training will be provided to all persons to whom this Policy applies as soon as practicable, and annually.
- Documenting of training
Records of training provided, including training protocol, the dates on which training is provided and the number of individuals to whom the training is provided shall be maintained in accordance to the requirements of the AODA Act.

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		Effective Date:	September 21, 2017, October 15, 2013,	Page 4 of 4
		Review Date:	September 21, 2018	
		Revision No:	00	

Record of Changes:

- September 21, 2017 – Updated section 5. Training and Records