



A Quest Diagnostics Company

Client Service Accessibility Policy

Effective January 1, 2012 the *Accessibility Standards for Customer Service* (Customer Service Standard) made under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* came into effect in Ontario. ExamOne Canada, Inc. is pleased to share its policy, which demonstrates its commitment to these principles.

Purpose and Commitment

ExamOne Canada, Inc. is committed to maintaining an accessible environment for persons with disabilities in the delivery of its goods and services. ExamOne Canada, Inc. will use reasonable efforts to ensure that its policies, practices and procedures governing the provision of its services to persons with disabilities are consistent with the following principles:

- Goods and services are provided in a way that respects the dignity and independence of persons with disabilities;
- Persons with disabilities are able to benefit from the same services, in the same place and in a similar way as other clients;
- Persons with disabilities have opportunities equal to as others to obtain, use and benefit from ExamOne Canada, Inc.'s goods or services.

Definitions

For the purposes of this policy:

“Disability” means,

- a) 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;
- b) A condition of mental impairment or a development disability;
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) A mental disorder; or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

“Guide Dog” means a dog trained as a guide³ for a person who is blind or visually impaired.

“Service Animal” means an animal for a person with disabilities where it is readily apparent that the animal is used by the person for reasons relating to his or her disability or where the person provides a letter from a physician or nurse confirming that they require the animal for reasons relating to the disability.



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

Application

This policy applies to ExamOne Canada, Inc.’s services that are provided externally to the public or third parties.

The policy applies to all employees of the company, agents, volunteers, contractors, clients and visitors of the company. All areas of the company are accountable for providing accessibility to persons with disabilities.

Providing Goods and Services to Persons with Disabilities

ExamOne Canada, Inc. is committed to excellence in serving all clients, including persons with disabilities, and will carry out its functions and responsibilities by:

- Communicating with persons with disabilities in ways that take into account their disability;
- Serving persons with disabilities who use assistive devices. ExamOne Canada, Inc. will provide its staff with training on how to use the assistive devices available on ExamOne Canada, Inc.’s premises.
- Ensuring that persons with disabilities who are accompanied by their guide dog or other service animals are permitted to enter the premises of ExamOne Canada, Inc. with the animal to keep the animal with them, unless the animal is excluded by law from the premises.
- Ensuring that persons with disabilities who are accompanied by a support person are permitted to enter ExamOne Canada, Inc.’s premises with their support person. At no time will persons with disabilities who are accompanied by their support person be prevented from having access to their support person while on ExamOne Canada, Inc.’s premises.

Support Persons

Persons with disabilities may enter ExamOne Canada, Inc.’s premises with a support person and have access to the support person while on the premises. ExamOne Canada, Inc. does not charge fees for support persons, or if fees were to be charged for admission to the premises (e.g. special events), ExamOne Canada, Inc. shall provide notice of the amount in advance.

ExamOne Canada, Inc. may require persons with disabilities to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health and safety of the person with disabilities or the health or safety of others on the premises.

If support persons will be accompanying a client into a meeting of a confidential nature, the support person will comply with any and all ExamOne Canada, Inc.’s policies and procedures regarding confidential information.



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Service Animals

A person with disabilities may be accompanied by a guide dog or other service animal when on ExamOne Canada, Inc.'s premises. In the event that service animals are excluded by law from the premises, the company will provide other resources or supports to enable the person with disabilities to access the services and goods offered by the company.

Notice of Temporary Disruption

ExamOne Canada, Inc. will notify the public in the event of a planned or unexpected disruption to the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notices will be posted at all public entrances of the company, or communicated by such methods as is reasonable in the circumstances.

Training of Staff

ExamOne Canada, Inc. will train its staff and other individuals who provide services to the public on ExamOne Canada, Inc.'s behalf of the provision of its goods and services to persons with disabilities.

The training will be provided as soon as practicable after a staff commences his or her duties and will include the following topics:

- The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, service animal or a support person;
- How to use or access the equipment or devices available on ExamOne Canada, Inc.'s premises or otherwise that may help with the provision of goods or services to persons with disabilities;
- What to do if a person with a particular type of disability is having difficulty in accessing ExamOne Canada, Inc.'s goods and services; and
- ExamOne Canada, Inc.'s policies, practices and procedures relating to the client service standard.

ExamOne Canada, Inc. will provide training on an ongoing basis when changes are made to the company's policies, practices and procedures governing the provision of goods or services to persons with disabilities.



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Feedback Process

ExamOne Canada, Inc. welcomes any feedback regarding the methods it uses to provide goods and services to persons with disabilities. Individuals may provide their feedback in person, by telephone, in writing, or by email to: Steve.X.Kambasis@Examone.com or by contacting Steve Kambasis, Vice President, Canadian Operations at: 905-421-5103.

Complaints may be made in writing to the Vice President, Canadian Operations which will be reviewed and assessed when received. Where possible, the Vice President, Canadian Operations will address the issues. If a complaint cannot be addressed, the Vice President, Canadian Operations will advise the complainant.

Modifications to this or other Policies

Changes will not be made to this policy unless the impact of the changes on persons with disabilities has been considered.

Any ExamOne Canada, Inc. policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

Questions about this Policy

If anyone has a question about the policy, or if the purpose of the policy is not understood, please contact Human Resources at 905-421-5129.

Maintenance of Documents

ExamOne Canada, Inc. will maintain documents describing its policies, practices and procedures, and, upon request, shall give a copy of a document to any person. The documents will include policies, practices and procedures with respect to the following:

- Use of support person;
- Use of guide dogs or service animals;
- The steps to be taken in connection with a temporary disruption;
- The training policy, including a summary of the contents of the training and details of when the training is to be provided;
- Records of the training provided under this policy, including the dates on which the training is provided and the number of individuals to whom it is provided; and
- The feedback process.

ExamOne Canada, Inc. will notify persons to whom it provides goods and services of its policies, by posting the information at a conspicuous place on ExamOne Canada, Inc.'s premises, or by such method as is reasonable in the circumstances.

When required under this policy, to give a copy of a document to a person with disabilities. ExamOne Canada, Inc. will provide the document or information in a format that takes into account the person's disabilities.

Addendum

Glossary of Terms

Accessibility – Accessibility is the degree to which persons with disabilities can access a device, service or environment without barriers. Accessibility is also a process – it is the proactive identification, removal and prevention of barriers to persons with disabilities.

Accessibility Standards – Regulations or rules created under the AODA that provide minimum levels for improving accessibility to meet the goals of the AODA across the province.

Public Sector Organizations – These organizations include the Legislative Assembly, ministries of the provincial government of Ontario and Ontario municipalities. Also included are most boards, commissions, authorities and agencies.

Personal Assistive Devices – Devices that a client may bring with them to a meeting.

Support Person – In relation to a person with a disability as another person who accompanies them in order to assist with communication, mobility, personal care or medical needs or with access to goods and services.

Goods and Services – Goods are tangible things (e.g. laptop), while services are things that someone does for you but are not tangible (e.g. administrative support).

Annual Accessibility Report – A report that a person or organization must file if an accessibility standard applies to the person or organization.